

Dear Valley TeleCom Group Customer,

Ten-digit dialing will soon be required nationwide in response to the Federal Communications Commission (FCC) adoption of 988 as a new three-digit number to be used to reach the National Suicide Prevention and Mental Health Crisis Lifeline. Learn how this change will affect your area and how to prepare with our FAQs.

## **Important Mandatory 10-Digit Dialing**

### ***What areas will be affected?***

Anyone that has a 520, 928, or 575 area code will be required to use 10-digit dialing.

### ***What is 10-digit dialing?***

Ten-digit dialing requires the area code to be entered before dialing a local number. For your call to be completed, you will need to dial the **area code + telephone number**.

### ***When will the change begin?***

Beginning **April 24, 2021**, you should begin dialing 10 digits (area code + telephone number) for all local calls. If you forget and dial just 7 digits, your call will still be completed.

Beginning **October 24, 2021**, you **must** dial 10-digits (area code + telephone number) for all local calls. On and after this date, local calls dialed with only 7-digits will not be completed, and a recording will inform you that your call cannot be completed as dialed.

Beginning **July 16, 2022**, dialing “988” will route your call to National Suicide Prevention and Mental Health Crisis Lifeline.

### ***What will you need to do?***

In addition to changing the way you dial local calls, all services, automatic dialing equipment, or other types of equipment that are programmed to complete calls to 7-digit local numbers will need to be reprogrammed to complete calls to 10-digit numbers. Some examples are life safety systems or medical monitoring devices, PBXs, fax machines, Internet dial-up numbers, fire or burglar alarm and security systems or gates, speed dialers, mobile or other wireless phone contact lists, call forwarding settings, voicemail services and other similar functions. Be sure to check your website, personal and business stationery, advertising materials, personal and business checks, contact information, your person or pet ID tags, and other such items to ensure the area code is included.

### What will remain the same?

- Your telephone number, including current area code, will not change.
- The price of a call, coverage area, or other rates and services will not change due to the dialing change.
- What is a local call now will remain a local call regardless of the number of digits dialed.
- You will continue to dial 1+ area code + telephone number for all long-distance calls.
- You can still dial just three digits to reach 711 (relay services) and 911 (emergency services).
- Any 211, 311, 411, 511, 611, or 811 services available in your community can still be reached by dialing their three-digit codes.
- The National Suicide Prevention Lifeline 800 number will still work. 1-800-273-TALK (8255).

### What other area codes are affected?

The 10-digit local dialing requirement will be implemented for the following area codes.

Alaska	907	Minnesota	218,952
Alabama	251	Mississippi	662
Arkansas	501	Missouri	314,417,660,816
Arizona	480,520,928	Montana	406
California	209,530,562,626,650,707,925	Nevada	775
Colorado	949,951	New Hampshire	603
Delaware	719,970	New Jersey	856,908
Florida	302	New Mexico	505,575
Georgia	321(Brevard County),	New York	516,607,716,845,914
Guam	352,561,941	North Carolina	910
Hawaii	478,912	Ohio	440,513
Illinois	671	South Dakota	605
Indiana	808	Tennessee	731,865
Iowa	309,618,708	Texas	254,361,409,806,830,915,940
Kansas	219,574	Vermont	802
Kentucky	319,515	Virginia	276,804
Louisiana	620,785	Washington	509
Michigan	859	Wisconsin	262,414,608,920
	337,504		
	616,810,906,989		

### Who do I contact with questions?

If you have any questions regarding information provided in this notice, please call Valley TeleCom Group at 1-800-421-5711 or access [www.vtc.net](http://www.vtc.net) for more information.

You can also visit the FCC website at <https://www.fcc.gov/suicide-prevention-hotline>.