



# 10-DIGIT DIALING CHANGES

FREQUENTLY

QUESTIONS

ASKED

On July 16, 2020, the FCC approved the designation of 988 as the 3-digit dialing code for the National Suicide Prevention Lifeline: 1-800-273-8255 (TALK). As a result, this may move you from 7-digit dialing to mandatory 10-digit dialing for local calls.

## Does this apply to Michigan?

**Yes.** Because 988 is assigned to some customers in an area code as a working prefix, the FCC requires all providers to make 10-digit dialing mandatory for all local calls in the entire four affected Michigan area codes, **616, 810, 906, and 989.**

## Will I have to change my phone number?

**No.** One of the reasons for changing to 10-digit local dialing is to avoid the need to change telephone numbers.

## What will be the new dialing procedure?

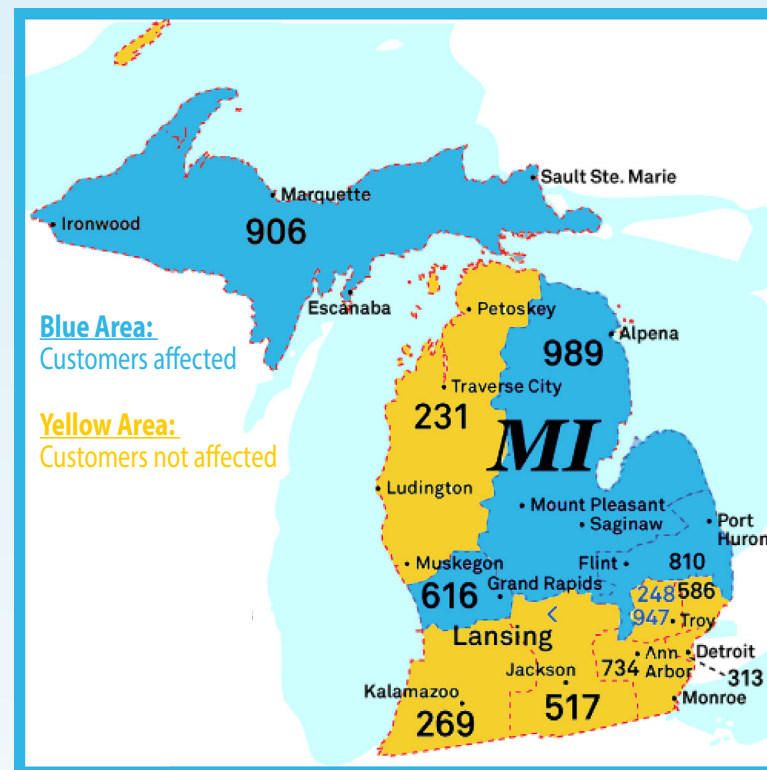
**To complete local calls,** you will need to dial the area code + telephone number. All local calls in the entire **616, 810, 906,** and **989** area codes that are currently dialed with 7-digits will need to be dialed using the area code + telephone number.

## What other changes may I need to make?

**Reprogram automatic dialing equipment** or other equipment to include the 10-digit number such as: life safety and security alarm systems, medical devices, fax machines, speed dialers, wireless phone contact lists, call forward settings and voicemail. Also check your websites, advertising material, and personal ID tags, etc. to see if they need to be updated.

## Who should I contact with questions?

**Contact** your current service provider, or visit the FCC's website at: [fcc.gov/suicide-prevention-hotline](https://www.fcc.gov/suicide-prevention-hotline).



## When will the change become mandatory?

- 🕒 **April 24, 2021** - You **should** start dialing 10-digits for all local calls. If you forget and dial just 7-digits, your call will still be completed.
- 🕒 **October 24, 2021** - You **must** dial 10-digits for all local calls.
- 🕒 **July 16, 2022** - Begin dialing 988 to reach the National Suicide Prevention Lifeline. Until then, dial 1-800-273-8255 (TALK).

