

Mandatory 10-Digit Dialing Becomes Effective on October 24, 2021 for Multiple States/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
	949,951	New Hampshire	603
Colorado	719,970	New Jersey	856,908
Delaware	302	New Mexico	505,575
Florida	321(Brevard County), 352,561,941	New York	516,607,716,845,914
	478,912	North Carolina	910
Georgia	478,912	Ohio	440,513
Guam	671	South Dakota	605
Hawaii	808	Tennessee	731,865
Illinois	309,618,708	Texas	254,361,409,806,830,915,940
Indiana	219,974	Vermont	802
Iowa	319,515	Virginia	276,804
Kansas	620,785	Washington	509
Kentucky	859	Wisconsin	262,414,608,920
Louisiana	337,504		
Michigan	616,810,906,989		

The Federal Communications Commission (FCC) has adopted 988 as a new three-digit number to be used nationwide to reach the National Suicide Prevention and Mental Health Crisis Lifeline, starting July 16, 2022. Customers must continue to dial 1-800-273-TALK to reach the Lifeline until July 16, 2022.

When will the change begin?

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

What will you need to do?

Any equipment that is 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 personal or pet ID tags, and other such items to ensure the area code is included.

Please note: As a Vonage customer you are already required to dial 10 digits for all calls nationwide, so your dialing patterns will not change.

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 can still be reached by dialing 1-800-273-TALK (8255).

Who may you contact with questions?

If you have any questions regarding information provided in this notice, please call Michael Ortega at 703-304-8288 or email Michael.ortega@vonage.com for more information. You can also visit the FCC website at <https://www.fcc.gov/suicide-prevention-hotline>.

