

# Get Ready for 10-Digit Dialing for Local Calls

In July 2020, the Federal Communications Commission adopted an order approving the designation of 988 as the 3-digit dialing code to reach the National Suicide Prevention Lifeline. To facilitate implementation, area codes in 37 states where the 988 prefix is a working prefix and which now use 7-digit local dialing must switch to 10-digit local dialing. This includes our 785 area code.

Beginning April 21, 2021, you should start dialing 10-digits for all local calls — the 785 area code plus the 7-digit phone number. If you forget to do so during this transition period, your calls will still be completed. But starting October 24, 2021, you'll be required to dial 10-digits when making a local call. Failure to do so will prompt a recording, reminding you to redial using 10 digits.

In addition to changing your dialing routine, you'll also have to reprogram 7-digit local numbers to 10-digit numbers in any device that automatically makes calls for you. These include the speed dial feature on a phone, home security equipment, and a personal emergency response system.

## 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 10-digit dialing.
- What is a local call now will remain a local call regardless of the number of digits dialed.
- You'll continue to dial 1+ the area code + telephone number for all long-distance calls.
- You'll continue to dial a prefix (such as "9") when dialing from a multi-line telephone system (e.g., in a hotel, office building, etc.) as required.
- You can still dial just three digits to reach 711 (relay services) and 911 (emergency services).
- If 211, 311, 411, 511, 611, 711 or 811 are currently available in your community, you can dial these codes with just three digits.
- The National Suicide Prevention Lifeline can still be reached by dialing 1-800-273-TALK (8255) even after the 988 code is in effect.

*For more details, visit [rainbowtel.net](http://rainbowtel.net).*



## FCC Approves 988 for National Suicide Prevention Lifeline

The 24/7 National Suicide Prevention Lifeline provides free and confidential counseling to those in suicidal crisis or emotional distress. People currently reach the hotline by calling the 10-digit number: 1-800-273-8255 (TALK).

In July 2020, the FCC voted to finalize 988 as the three-digit number Americans will be able call to be directed to this hotline. All telecommunication and VoIP providers are required to implement the 988 dialing code by July 16, 2022. The transition period will allow time for providers to make necessary network changes and enable the National Suicide Prevention Lifeline to prepare for an expected increase in calls.

Chosen because it echoes the 911 dialing code everyone knows as an emergency number, 988 is easy to remember and quick to dial. An FCC report published in 2019 found that having a three-digit number would ease access to resources for people struggling with suicidal thoughts.

**Rainbow has the 988 number set up and running in our switch. It can now be accessed only by calls made from a landline phone in our service area.**

