

When will the dialing change become mandatory?

Beginning **October 24, 2021**, you must dial 10-digits in the 321 (Brevard County only), 352, 561 and 941 area codes. On and after this date, local calls dialed with only 7-digits may not be completed, and a recording will inform you that your call cannot be completed as dialed. If you get this recording, you must hang up and dial again using 10-digits (area code + telephone number).

All Elevator Companies must have any necessary changes for all elevators in these area codes completed by October 24, 2021. Such updates or reprogramming must occur between April 24, 2021 and October 24, 2021 (the permissive dialing period). Starting these efforts before April 24, 2021 may result in failed calls if permissive 10-digit dialing has not yet been implemented.

What other changes need to be made?

In addition to changing your dialing patterns, all services, automatic dialing equipment, or other types of equipment that are programmed to complete local calls using only 7-digit 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.

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+ the area code + telephone number for all long-distance calls
- You will 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, or 811 are currently available in your community, dial these codes with just three digits
- The National Suicide Prevention Lifeline can still be reached by dialing 1-800-273-8255 (TALK) even after the 988 code is in effect

When can I begin dialing “988” to reach the National Suicide Prevention Lifeline?

Beginning **July 16, 2022**, dialing “988” will route your call to the National Suicide Prevention Lifeline. Customers must continue to dial 1-800-273-8255 (TALK) to reach the Lifeline until July 16, 2022.

Still have questions?

Companies with questions about the dialing procedure change should contact their local service provider, or they can visit the FCC website <https://www.fcc.gov/suicide-prevention-hotline>.