



The Federal Communications Commission (FCC) has adopted 988 as a new nationwide three-digit number to be used to reach the National Suicide Prevention and Mental Health Crisis Lifeline.

## When will dialing 988 begin calling the suicide prevention hotline?

Beginning July 16, 2022, dialing “988” will route your call to the National Suicide Prevention and Mental Health Crisis Lifeline. Until that date, customers should continue to dial 1-800-273-TALK to reach the Lifeline. That toll-free number will continue to be available after that date as well.

## Dialing changes and what you need to know

Between October 24, 2021, and July 16, 2022, phone numbers with a 988 exchange (for example, 952-988-xxxx) will begin requiring the caller to dial a ten-digit number to complete the call. The area code is required whether the call is local or long-distance.

In mid to late June 2022, Lumen will expand this mandatory ten-digit dialing procedure generally to our IP based voice products in all North America. This will provide dialing consistency and allow for any future three-digit dialing requirements that may arise.

## What will you need to do?

It is recommended you update the way you dial local calls and how you handle extension dialing. In addition, all services, automatic dialing equipment, or other types of equipment programmed to complete calls to local numbers with less than ten digits need to be reprogrammed to dial calls using the full ten-digit number, including area code.

Here are some equipment examples:

- Extension that begins with 988 to avoid misdials
- Life safety systems and 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+ area code + telephone number for all long-distance calls.
- You can still dial three digits to reach 711 (relay services) and 911 (emergency services).
- Any supported x11 services available in your community can still be reached by dialing their three-digit codes.
- The National Suicide Prevention and Mental Health Crisis Lifeline can continue to be reached by dialing 1-800-273-TALK (8255).



# National Suicide Prevention and Mental Health Crisis Lifeline (988)

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## Who may you contact with questions?

If you have any questions regarding information provided in this notice, please call the number shown on your bill. You can also visit the FCC website at [Suicide Prevention Hotline | Federal Communications Commission \(fcc.gov\)](#).