



Ten-Digit Dialing

The 988 Suicide & Crisis Lifeline

On Saturday, July 16, the U.S. will transition the 10-digit National Suicide Prevention Lifeline to 988 – an easy-to-remember three-digit number for 24/7 crisis care.

The 10-digit Lifeline number 1-800-273-TALK (8255) will remain operational after July 16 and will route calls to 988 indefinitely. Veterans, service members, and their families can also still reach the Veterans Crisis Line with the current phone number 1-800-273-8255 and press 1, or by chatting at veteranscrisisline.net or texting to 838255.

What Is 10-Digit Dialing?

A 10-digit dialed telephone call requires entering both the three-digit area code and the seven-digit telephone number to complete the call, even if the area code is the same area code as your own. When an area code transitions to 10-digit dialing, you will no longer be able to dial only seven digits to make a local call.

Transitioning to 10-digit dialing will not affect your current telephone number. Your phone number, including your area code, will not change. In California, some parts of Michigan, and in Illinois area code 708, you may be required to dial the number “1” before the area code and seven-digit phone number for local calls.

Transitions to 10-Digit Dialing: Where and When?

There are 82 area codes in 35 states and one U.S. territory that used “988” as their local exchange and allowed seven-digit dialing. A local exchange, also known as a central office code, is the first three numbers of a seven-digit telephone number. To prepare for implementing a quick way to dial the 988 Suicide & Crisis Lifeline, these area codes were required to transition to 10-digit dialing for all calls, including local calls, by July 16, 2022..

The North American Number Plan Administration has a list of the states and area codes that were affected. You can check the following list to find out if your area code has been transitioned: https://nationalnanpa.com/transition_to_10_digit_dialing_for_988/docs/NPAsRequiredtoTransitionto10D.pdf

If you have one of these area codes, **beginning on July 16, 2022, you must dial 10-digits (area code + telephone number) for all local calls.** On and after this date, local calls that are dialed with only seven digits may not be completed, and a recording will inform you that your call cannot be completed as dialed. You must hang up and dial again using the area code and the seven-digit number.

Beginning July 16, 2022, dialing "988" will route calls to the 988 Suicide & Crisis Lifeline. 1-800-273-TALK will remain operational during the 988 transition and after it is completed.

Unrelated to the upcoming “988” transition, the “202” area code moved to 10-digit dialing on October 9, 2021. Calls dialed using only seven digits will no longer be completed. This move will allow for a [new area code, “771,”](#) to be added to the current “202” area.

What Changes Will Businesses Need to Make?

If your company uses a PBX or VoIP phone system, you may need to update or reprogram it for 10-digit dialing. The transition to 10-digit dialing must be completed by July 15, 2022.

Why Is 10-Digit Dialing Necessary?

There are more phones in America than there are people, and each phone needs its own phone number. Beginning in the early 1990s, to accommodate the growing need for more phone numbers, some areas began to add a second area code for local calls. Dialing both the area code and the seven-digit number was necessary to ensure the call reached the intended recipient. As more area codes begin to run out of new seven-digit numbers to assign, a second local area code may be added, requiring that area to transition to 10-digit dialing.

Filing a complaint

You have multiple options for filing a complaint with the FCC:

- File a complaint online at <https://consumercomplaints.fcc.gov>
- By phone: 1-888-CALL-FCC (1-888-225-5322); TTY: 1-888-TELL-FCC (1-888-835-5322); ASL: 1-844-432-2275
- By mail (please include your name, address, contact information and as much detail about your complaint as possible):

Federal Communications Commission
Consumer and Governmental Affairs Bureau
Consumer Inquiries and Complaints Division
45 L Street NE
Washington, DC 20554

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