

# **IMPORTANT REMINDER: 911 State/County Coordinators and PSAPs! Effective October 24, 2021, MANDATORY 10-digit local dialing is required for all customers in the Tennessee 731 and 865 Area Codes**

## **Why is the local dialing plan changing?**

On July 16, 2020, the FCC adopted an Order (FCC 20-100) approving 988 as the 3-digit abbreviated dialing code to reach the National Suicide Prevention Lifeline, starting July 16, 2022. Customers must continue to dial 1-800-273-TALK (8255) to reach the Lifeline until July 16, 2022.

The Order requires all telecommunications carriers, interconnected Voice over Internet Protocol (VoIP) providers, and one-way VoIP providers (covered providers) to make any network changes necessary to ensure that users can dial 988 to reach the existing National Suicide Prevention Lifeline by July 16, 2022. For 988 to work in the Tennessee 731 and 865 area codes, 10-digit local dialing must first be implemented.



## **Does this apply to Tennessee?**

Yes. Implementation of this Order requires all covered providers to make 10-digit dialing mandatory for all local calls in the entire Tennessee 731 and 865 area codes.

## **Why is 10-digit dialing going to be required in this area code?**

The FCC ordered that any area code that has the 988 prefix and has 7-digit local dialing be transitioned to 10-digit local dialing to ensure everyone is able to reach the National Suicide Prevention Lifeline using the 3-digit 988 code.

## **Will everyone in the 731 and 865 area codes have to dial 10 digits for local calls?**

Yes. Every customer with a number from the 731 and 865 area codes will change to **mandatory** 10-digit dialing for local calls. Dialing 7 digits for local calls will be prohibited for all customers in the entire area code.

## **What will be the new dialing procedure?**

To complete local calls, the new dialing procedure requires callers to dial the area code + telephone number. This means that all local calls in the entire 731 and 865 area codes that are currently dialed with 7 digits will need to be dialed using the area code + telephone number.

## **When will the dialing change become mandatory?**

Beginning **October 24, 2021**, you must dial 10 digits (area code + telephone number) for all local calls. 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 the area code with the 7-digit telephone number.

### ***How does this affect providers of PSAP services and equipment?***

All local calls in the 731 and 865 area codes that are currently dialed with 7 digits will need to be dialed using area code + telephone number. **All PSAP equipment**, such as speed dialers and call forwarding equipment with a number from the 731 and 865 area codes and programmed to dial only 7 digits must be updated or reprogrammed to dial 10 digits (area code + telephone number) for all local calls in the 731 and 865 area codes. Such updates or reprogramming must occur by October 24, 2021. And on and after October 24, 2021, 7-digit calls may not be completed.

**Any necessary changes for PSAPs in this area code  
must be completed by October 24, 2021.**

### ***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 when dialing from a multi-line telephone system (i.e., in a hotel, office building, etc.) as required
- You can still dial just 3 digits to reach 711 (relay services) and 911 (emergency services)
- If 211, 311, 411, 511, 611, or 811 are currently available in your community, continue to dial these codes with just 3 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?***

911 State/County Coordinators and PSAPs with questions about the change to the dialing procedure should contact their local service provider or send an email to [988@nanpa.com](mailto:988@nanpa.com). For additional information, visit the [NANPA website](#) and the [FCC website](#).