

MANDATORY 10-DIGIT DIALING COMING TO THE 319 AREA CODE

The Federal Communications Commission (FCC) has adopted a three-digit number, 988, to be used to reach the National Suicide Prevention and Mental Health Crisis Lifeline starting July 16, 2022.

In order for 988 to work in the 319 area code, 10-digit local dialing must first be implemented, and you will need to change the way you dial local calls.

WHAT IS THE NEW DIALING PROCEDURE?

To dial all local calls, you will need to dial 319 + telephone number. This applies to all calls within the 319 area code that are currently dialed with seven digits. For example, to dial our office from your landline phone, you will dial 319.656.3668.

WHO WILL BE AFFECTED?

Anyone with landline phone service in the 319 area code will need to begin using 10 digit dialing for local calls.

WHEN WILL THE CHANGE BEGIN?

Beginning October 25, 2021, you must dial 10-digits (319 + telephone number) for all local calls. On and after this date, local calls dialed with only 7-digits will 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 319 area code and the 7-digit number.

WHAT WILL YOU NEED TO DO?

In addition to changing the way you dial local calls, services and equipment programmed to complete calls to 7-digit local numbers will need to be reprogrammed to complete calls to 10-digit numbers. Examples include: automatic dialing equipment, safety systems, medical monitoring devices, PBXs, fax machines, fire alarms, security systems, call forwarding settings, voicemail services, and other similar functions. Be sure to check your website, stationery, advertising materials, checks, contact information, ID tags, and other items to ensure the area code is included.

WHAT WILL REMAIN THE SAME?

- Your telephone number, including current area code.
- The price of a call and phone rates/services.
- Local call area and call coverage area.
- The way you dial long distance calls—1 + area code + telephone number.
- You will still dial three digits to reach Relay services (711), emergency services (911), and any other 3-digit service available in your community (211, 311, 411, 511, 611, or 811).

- Your ability to reach the National Suicide Prevention Lifeline by dialing 1-800-273-TALK (8255).

WHO MAY YOU CONTACT WITH QUESTIONS? If you have any questions regarding information provided in this notice, please call, 319.656.3668 or email, frontoffice@kctc.net , for more information. You can also visit the FCC website at <https://www.fcc.gov/suicide-prevention-hotline>.