



988 Three Digit Number Approved for National Suicide Prevention Hotline - Mandatory 11-Digit Dialing is Effective in Your Area Code

The Federal Communications Commission (FCC) has adopted 988 as a new three-digit number to be used nationwide to reach the National Suicide Prevention and Mental Health Crisis Lifeline, starting July 16, 2022. Customers must continue to dial 1-800-273-TALK to reach the Lifeline until July 16, 2022.

It is mandatory to dial 1+area code+telephone number even for local calls from your landline. **Updates have already been implemented in impacted Michigan area codes (Area Codes 616, 810, 906 and 989). Effective immediately, you must change the way you dial your local calls from your home phone!** Even to complete local calls, you will now need to dial **11-digits (1+area code + telephone number)**. This applies to all calls including those that were dialed using 7-digits.

What is the new dialing procedure?

Even to complete local calls, you will now need to dial **11-digits (1+area code + telephone number)**. This applies to all calls within your area code including those that are currently dialed using 7-digits.

Who will be affected?

Anyone with a telephone number from your area code will need to make a change from 7-digit local dialing to 1+10-digit local dialing from their landline.

What do you need to do?

In addition to changing your dialing pattern, all services, automatic dialing equipment, or other types of equipment that are programmed to complete calls to 7-digit local numbers must be reprogrammed to complete calls to 11-digit numbers (1+area code+telephone number). 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+ area code + telephone number for all long distance calls.
- You can still dial just three digits to reach 711 (relay services) and 911 (emergency services).
- Any 211, 311, 411, 511, 611, or 811 services available in your community can still be reached by dialing their three-digit codes.

Who may you contact with questions?

If you have any questions regarding information provided in this notice, please call AT&T at 800.888.2020 or access att.com/areacodes and search for your Michigan area code for more information. You can also visit <https://www.fcc.gov/suicide-prevention-hotline>.