



## Preparing for the Transition to the 988 Suicide Prevention Lifeline

On July 16, 2020, the FCC [adopted rules](#) to establish 988 as the new, nationwide, 3-digit phone number for Americans in crisis to connect with suicide prevention and mental health crisis counselors. The rules require phone service providers to direct all 988 calls to the existing National Suicide Prevention Lifeline by July 16, 2022. To ensure that calls to 988 reach the National Suicide Prevention Lifeline, certain parts of the country will need to transition to 10-digit dialing.

### What does this mean for consumers?

There will be a new dialing procedure for areas that use 988 as the first three numbers in seven-digit phone numbers. To complete all local non-mobile calls, consumers will need to dial **their area code + telephone number**. Mobile calls already require 10-digit dialing and will not be affected.

### When will the change begin?

- Beginning **April 24, 2021**, you should begin dialing 10 digits (area code + telephone number) for all local non-mobile calls. If you forget and dial just 7 digits, your call will still be completed.
- 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. You must hang up and dial again using the area code and the 7-digit number.
- Beginning **July 16, 2022**, dialing "988" will route your call to the National Suicide Prevention Lifeline.

During the transition to 988, Americans who need help should continue to contact the National Suicide Prevention Lifeline by calling 1-800-273-8255 (1-800-273-TALK) and through [online chats](#). Veterans and Service members may reach the [Veterans Crisis Line](#) by pressing 1 after dialing, chatting online at [www.veteranscrisisline.net](http://www.veteranscrisisline.net), or texting 838255.

### Important Links:

- [Complete list of affected area codes](#)
- [988 Fact Sheet](#)
- [NANPA information for local government and community organizations](#)

<sup>1</sup>These rules apply to all telecommunications carriers and interconnected voice over Internet Protocol (VoIP) service providers, including one-way VoIP providers.



Mat-Su 907.745.3211  
Eagle River 907.694.3211  
Other Areas 800.478.3211



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## 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.
- The National Suicide Prevention Lifeline can still be reached by dialing 1-800-273-TALK (8255).

If you have any questions regarding information provided in this notice, please call us at 907-745-3211 (Mat-Su) or 907-694-3211 (Eagle River). You can also visit the FCC website at <https://www.fcc.gov/suicide-prevention-hotline>.

Thank you,

## Product Management



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