



10 THINGS TO KNOW ABOUT 10 DIGIT DIALING '603' IS MANDATORY

1. On July 16, 2020, the Federal Communications Commission approved 9-8-8 as the new abbreviated dialing code for the National Suicide Prevention Lifeline. Similar to 9-1-1, the new dialing code will provide an easy to remember number for anyone facing a mental health crisis.
2. Telecommunication companies are working now to complete any network changes necessary to make the new 9-8-8 number available starting July 16, 2022.
3. To prevent problems with reaching the National Suicide Prevention Lifeline, any area code that uses the 9-8-8 prefix in telephone numbers will be required to adopt 10-digit local dialing (area code + telephone number). As a result, 82 area codes in 36 states must switch to 10-digit dialing including New Hampshire.
4. In New Hampshire, the entire state is affected. Every customer will change to MANDATORY 10-digit dialing for local calls. Example: 603-XXX-XXXX.
5. Callers are encouraged to use 10-digit dialing immediately.
6. Effective October 24, 2021, callers in the 603 area code must use 10-digit dialing or the call will not go through with the exception of any three digit abbreviated numbers such as 9-1-1 (emergency services), 2-1-1 (resources and information), or 7-1-1 (relay services).
7. What is a local call now will remain a local call regardless of the number of digits dialed. Callers will dial 1 + area code + telephone number for all long distance calls.
8. When dialing from a multi-line telephone system (i.e. office, hotel), callers will still need to dial a prefix such as 8 or 9 to get an outside line. All services and automatic dialing equipment will need to be reprogrammed to use 10-digit numbers. For example:
 - Life Safety Systems
 - Medical Monitoring Devices
 - Security Systems and Fire Alarms
 - Speed Dialers
 - Mobile Phone Contact Lists
 - Call Forwarding Settings
9. Be sure to check your contact information on all personal and business items, including pet tags, to be sure the area code is included.
10. Beginning July 16, 2022, dialing 9-8-8 will route your call to the National Suicide Prevention Lifeline.

Until then, callers must continue to dial 1-800-273-8255 (TALK) to reach the Lifeline.

