



10 DIGIT DIALING FAQs

'603' IS MANDATORY

Why is 10-Digit dialing going to be required?

The FCC ordered that any area code that has the 988 prefix and has 7-digit local dialing be transitioned to 10-digit or 1+10-digit local dialing depending on dialing plan to ensure everyone is able to reach the National Suicide Prevention Lifeline using the 3-digit 988 code.

Will I have to change my phone number?

No. One of the reasons for changing to 10-Digit dialing is to avoid the need to change people's telephone numbers.

What will be the new dialing procedure?

To complete all local calls, you will now need to dial area code + telephone number. This applies to all calls within your area code that are currently dialed with seven digits.

Who will be affected?

Anyone with a telephone number from the '603' area code will need to make a change from 7-digit local dialing to 10-Digits and long distance dialing will require 11-Digits (1 + area code + telephone number).

When will the change begin?

Beginning October 24, 2021, you must dial 10-Digits for local calls and 11-digits for long distance 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 or 1 + area code and the 7-digit number.

What will you need to do?

In addition to changing your dialing patterns, all services, automatic dialing equipment, or other types of equipment that are programmed to complete calls to 7-digit local numbers will need to be reprogrammed to complete calls to 10-Digits or 1 + 10-Digit numbers. Examples are:

Life Safety Systems	Medical Monitoring Devices
PBXs	Fax Machines
Internet Dial-Up numbers	Fire or Burglar Alarms
Security Systems or Gates	Any other device that can save, store and automatically dial phone numbers
Call forwarding settings	Voicemail Services

Be sure to check websites, personal and business stationery, advertising materials, personal and business checks, contact information, your pet ID tags and other such items to ensure the area code is included.

What will remain the same?

Your telephone number, including 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. 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 911 (emergency services) or 711 (relay services). Any 211, 311, 411, 511, 611 or 811 services available in your community can still be reached by dialing their three-digit codes.

Where can you get more information?

A Resource Kit with shareable materials is available at www.nh.gov/nh911. Or visit <https://www.fcc.gov/suicide-prevention-hotline>.

