

## **10 Digit Dialing & National Suicide Prevention Lifeline Frequently Asked Questions**

### **Q: Why is the 988-prefix changing to a 3-digit abbreviated dialing code?**

**A:** On July 16, 2020, the FCC adopted an Order (FCC 20-100) approving the designation of 988 as the abbreviated dialing code for the National Suicide Prevention Lifeline, requiring all telecommunications carriers, interconnected Voice over Internet Protocol (VoIP) providers, and one-way VoIP providers to make any network changes necessary to ensure that the users can dial 988 to reach the existing National Suicide Prevention Lifeline: 1-800-273-8255 (TALK) starting July 16, 2022.

### **Q: Will everyone in the Cincinnati Bell calling area have to dial 10-digits for a local call?**

**A:** Yes. This process will not only be for all Cincinnati Bell customers, but any calling area code throughout the nation that has 988 as a telephone number prefix (i.e. 513-988-XXXX).

### **Q: Will I have to change my phone number?**

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

### **Q: Will the change to 10-digit dialing impact my Cincinnati Bell bill?**

**A:** No. The change to 10-digit dialing will not impact your Cincinnati Bell bill. Calls requiring 11-digit dialing (1 + area code + phone number) will be billed as long distance. 10-digit dialing will be billed as a local call.

### **Q: How will I know I will be billed long distance rates when placing a call?**

**A:** If a 1 is required prior to dialing an area code and number, then the call will be billed as a long distance call and covered under your long distance plan. Calls only requiring 10-digit dialing (no 1 prior to area code) are considered local and will not carry a per minute rate.

### **Q: Why are some people in other parts of the country not required to use 10-digit dialing and I am?**

**A:** Area codes that have 988 and a number prefix (i.e. 513-988-XXXX) are required by the FCC to implement this change to make 988 work nationwide.

### **Q: When will 10-digit local dialing become mandatory?**

**A: 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: "We're sorry, your call cannot be completed as dialed. Please be sure you are utilizing the area code and phone number and dial again." If you get this recording, you must hang up and dial again using the area code and the 7-digit telephone number.

**Q: What other changes need to be made?**

**A:** In addition to changing your dialing patterns, all services, automatic dialing equipment, or other types of equipment that are programmed to complete local calls using only 7- digit numbers will need to be reprogrammed to complete calls to 10-digit numbers. 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

**Q: What will stay the same?**

**A:** *The following will stay 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
- Callers will still be expected to dial a prefix (such as "9") when dialing from a multi-line telephone system (i.e., in a hotel, office building, etc.), as required
- 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 3-digit codes
- The National Suicide Prevention Lifeline can still be reached by dialing 1-800-273-8255 (TALK) even after the 988 code is in effect

**Q: Will a caller be able to reach the National Suicide Lifeline by dialing 988 and no other digits when calling from a Multi-Line Telephone System (MLTS)?**

**A:** Callers may need to dial a prefix (such as "9") when dialing from a multi-line telephone system (i.e., in a hotel, office building, etc.). This can vary by phone system and should follow the process for dialing an outbound call.