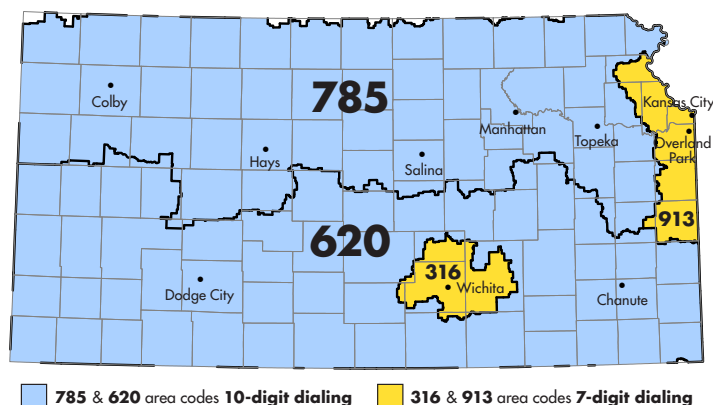
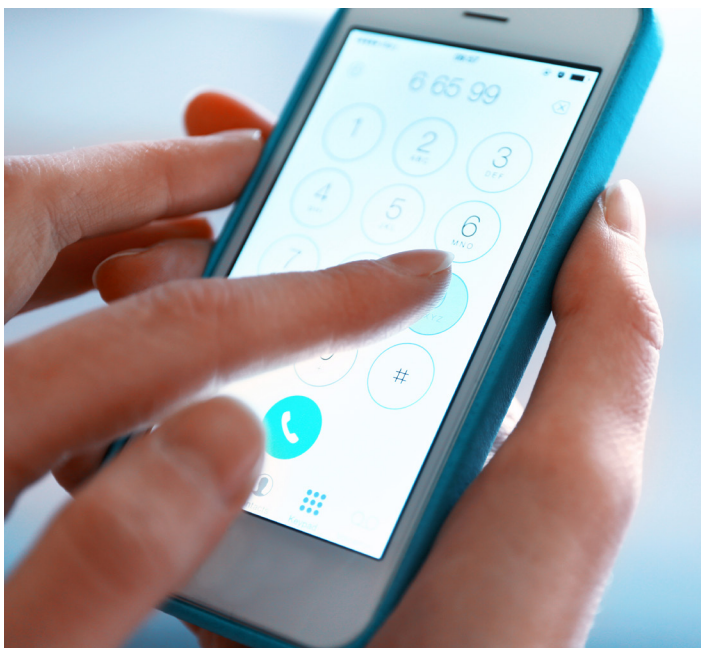


Ten things to know about 10-digit dialing



1. On July 16, 2020, the Federal Communications Commission approved 988 as the new abbreviated dialing code for the National Suicide Prevention Lifeline. Similar to 911, 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 988 number available starting July 16, 2022.
3. To prevent problems with reaching the National Suicide Prevention Lifeline, any area code that uses the 988 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 will switch to 10-digit dialing.
4. **In Kansas, the area codes affected are 785 and 620.** Every customer in these area codes will change to mandatory 10-digit dialing for local calls. Example: 785-XXX-XXXX or 620-XXX-XXXX.
5. It will take time to get in the habit of using 10-digit dialing. **Callers are encouraged to begin using 10-digit local dialing on April 24, 2021.** If you forget and dial just 7-digits, the call will still go through during this "practice" period.
6. **Beginning October 24, 2021, callers in 785 and 620 area codes must use 10-digit dialing** or the call will not go through with the exception of any three digit abbreviated numbers available in your community such as 711 (relay services) or 911 (emergency services) to name a few.
7. What is a local call now will remain a local call regardless of the number of digits dialed. Callers will dial 1 + the 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 9. All services and automatic dialing equipment will need to be reprogrammed to use 10-digit numbers. Examples include life safety systems, medical monitoring devices, security systems and fire alarms, speed dialers, mobile phone contact lists, and 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 988 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.



For more information:

Call your telephone provider or the Kansas Corporation Commission at 800-662-0027 or 785-271-3140.

04/21