

There are two changes that are happening:

- 1) The FCC adopted an order approving 988 as the 3 Digit dialing code for what will be the official National Suicide Prevention Lifeline
- 2) 10-Digit Dialing will be required for all telecom providers and their customers - Guam is affected

HERE'S WHAT YOU NEED TO KNOW:

The Federal Communications Commission (FCC) has adopted 988 as a new three-digit number to be used nationwide to reach the National Suicide Prevention and Mental Health Crisis Lifeline (1-800-273-TALK), starting July 16, 2022.

This adoption requires all telecommunications carriers to make any network changes necessary to ensure that users can dial 988 to reach the existing National Suicide Prevention Lifeline.

WHAT DOES THIS MEAN:

In order for 988 to work in Guam's area code, mandatory 10-digit local dialing will be implemented.

Every customer on island will change to **mandatory** 10-digit dialing for local calls or (671 + telephone number). Dialing 7-digits for local calls will be prohibited for all customers in Guam.

WHEN WILL THIS HAPPEN:

Beginning **April 24, 2021**, customers should start dialing 10-digits (671 + telephone number) for all local calls.

Starting on October 24, 2021, customers **must** dial 10-digits (671 + telephone number) for all local calls or their call will not be completed.

Beginning **July 16, 2022**, dialing "988" will route customer calls to the National Suicide Prevention and Mental Health Crisis Lifeline.

WHO IS AFFECTED:

Anyone making any local phone call on any telephone network on Guam (GTA, Docomo, IT&E, etc).

WHAT DO GTA CUSTOMERS NEED TO DO:

Reprogram the following:

- All numbers on their mobile or other wireless phone to match the 10-digit dialing requirement (*ex: 488-2767 change to 671-488-2767*)
- Any Life safety systems or medical monitoring devices, PBXs, fax machines, Internet dial-up numbers, fire or burglar alarm and security systems or gates, personal or pet ID tags, etc.

For business customers: Be sure to check website, personal and business stationery, advertising materials, personal and business checks, contact information, and other such items to ensure the area code is included.

THIS WILL STAY THE SAME FOR GTA CUSTOMERS:

- Your telephone number, including current area code of 671, 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 to the US.
- You can still dial just three digits to reach 711 (relay services) and 911 (emergency services).