

## **IMPORTANT INFORMATION FOR LIFE SAFETY AND PROPERTY PROTECTION FIRMS!**

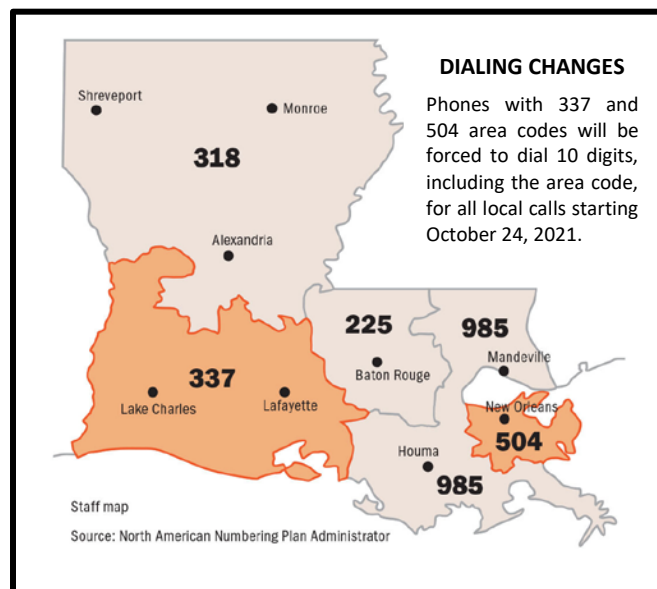
**Effective October 24, 2021, MANDATORY 10-digit local dialing is required for all customers in the 337 and 504 Area Codes**

**All firms must complete the required changes to all affected systems in the 337 and 504 area codes by October 24, 2021**

### **Why is the local dialing plan changing?**

On July 16, 2020, the Federal Communications Commission (FCC) adopted an Order (FCC 20-100) approving 988 as the 3-digit abbreviated dialing code to reach the National Suicide Prevention Lifeline, effective July 16, 2022. Customers must continue to dial 1-800-273-TALK (8255) to reach the Lifeline until July 16, 2022.

The order requires all telecommunications carriers, interconnected Voice over Internet Protocol (VoIP) providers, and one-way VoIP providers (covered providers) to make any network changes necessary to ensure that users can dial 988 to reach the existing National Suicide Prevention Lifeline by July 16, 2022. In order for 988 to work in the Louisiana 337 and 504 area codes, 10-digit local dialing must first be implemented.



### **Does this apply to Louisiana?**

Yes. Implementation of this order requires all covered providers to make 10-digit dialing mandatory for all local calls in the entire Louisiana 337 and 504 area codes (shown in orange on the map) because 988 is assigned to customers as a working prefix. Areas shown in beige on the map are not affected by this change.

### **Why is 10-digit dialing going to be required in this area code?**

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

### **Will everyone in the 337 and 504 area codes have to dial 10-digits for local calls?**

Yes. Every customer in the entire 337 and 504 area codes have to change to mandatory 10-digit dialing for local calls. Dialing 7 digits for local calls will be prohibited for all customers in the 337 and 504 area codes.

### **What will be the new dialing procedure?**

To complete local calls, the new dialing procedure requires callers to dial the area code + telephone number in the 337 and 504 area codes. This means that all local calls in the entire 337 and 504 area codes that are currently dialed with 7 digits will need to be dialed using the new dialing procedure.

### **When will the dialing change become mandatory?**

Beginning **October 24, 2021**, you must dial 10 digits in the 337 and 504 area codes. 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. If you get this recording, you must hang up and dial again using 10 digits (area code + telephone number).

## **All firms must complete the required changes to all affected systems in the 337 and 504 area codes by October 24, 2021**

### **What other changes need to be made?**

In addition to changing your dialing patterns, all services, automatic dialing equipment, or other types of equipment that are currently using only a 7-digit dialing system will require reprogramming to complete calls to 10 digit numbers. Relative examples are:

- Call forwarding settings
- **Conveyance Devices**
- Fax machines
- Internet dial-up numbers
- **Life safety and property protection systems that require monitoring**
- Mobile or other wireless phone contact lists
- PBXs
- Speed dialers
- Voicemail services and other similar functions

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

### **What will happen if reprogramming is not changed?**

Failure to make the necessary changes could result in monitored systems, such as those in daycares and nursing homes, being unable to report to alarm monitoring companies in the event of an emergency. Consequentially, needed resources would not be dispatched to the location(s) in need of assistance.

### **What will remain 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+ the area code + telephone number for all long-distance calls.
- You will continue to dial a prefix (such as "9") when dialing from a multi-line telephone system (e.g., in a hotel, office building, etc.) as required.
- You can still dial just three digits to reach 711 (relay services) and 911 (emergency services).
- If 211, 311, 411, 511, 611, or 811 are currently available in your community, dial these codes with just three digits.
- The National Suicide Prevention Lifeline can still be reached by dialing 1-800-273-8255 (TALK) even after the 988 code is in effect.

### **When can I begin dialing "988" to reach the National Suicide Prevention Lifeline?**

Beginning **July 16, 2022**, dialing "988" will route your call to the National Suicide Prevention Lifeline. Customers must continue to dial 1-800-273-8255 (TALK) to reach the Lifeline until July 16, 2022.

### **Still have questions?**

Firms with additional questions about the change to the dialing procedure should contact their local service provider or send an email to [988@nanpa.com](mailto:988@nanpa.com). For more information, visit the North American Numbering Plan Administrator (NANPA) website at <https://nationalnanpa.com>, or the Federal Communications Commission website at <https://www.fcc.gov>.