

**Number:** PL-544

**Date:** August 17, 2020

**Subject:** Transition to 10-digit dialing (for 988 as 3-digit access to National Suicide Prevention Hotline)

**Related Previous Planning Letters:** None

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## **Background**

On July 16, 2020, the FCC adopted an Order (FCC 20-100) approving the designation of 988 as the 3-digit abbreviated dialing code for the national suicide prevention and mental health crisis hotline, requiring 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: 1-800-273-8255 / 1-800-273 (TALK) by July 16, 2022.<sup>1</sup> The Order requires covered providers to implement mandatory 10-digit dialing in NPAs that use both 7-digit dialing and 988 as an NXX.

The Order requires the North American Numbering Plan Administrator (NANPA) to develop, based on input from covered providers, an implementation schedule that will allow all covered providers to meet the transition deadline in an efficient manner that best accounts for the challenges each covered provider faces. The NANPA shall promulgate a 10-digit dialing transition plan that enables timely implementation within 30 days of release of the Order based on its expertise and any input it receives from covered providers within that time.<sup>2</sup>

The transition timeline, as agreed to on August 14, 2020<sup>3</sup> is as follows:

## **NPAs REQUIRED TO TRANSITION TO 10-DIGIT DIALING**

The following 83 area codes<sup>4</sup> currently permit 7-digit dialing and also use 988 as a central office code. Providers operating in these NPAs must implement 10-digit dialing. Transitioning to 10-

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<sup>1</sup> See Implementation of the National Suicide Hotline Improvement Act of 2018, WC Docket No. 18-336, Report and Order, FCC 20-100 (rel. July 17, 2020) available at: <https://docs.fcc.gov/public/attachments/FCC-20-100A1.pdf>.

<sup>2</sup> FCC 20-100, ¶53.

<sup>3</sup> See August 17, 2020 Draft Meeting Minutes of the Meeting for transition to 10-digit dialing for the FCC Designation of 988 as 3-digit access to National Suicide Prevention Hotline, located through the NANP Administration (NAS) at [www.nanpa.com](http://www.nanpa.com)

<sup>4</sup> The list of 87 area codes was reduced to 83 area codes after removing 3 area codes that are already transitioning to 10-digit dialing due to an overlay and the return of 904-988.

digit dialing involves both the technical work needed to implement mandatory 10-digit dialing as well as educating consumers about the transition:

<b>STATE</b>	<b>NPAs AFFECTED</b>	<b>TOTAL NPAs</b>
Alaska	907	1
Alabama	251	1
Arkansas	501	1
Arizona	480, 520, 928	3
California	209, 530, 562, 626, 650, 707, 925, 949, 951	9
Colorado	719, 970	2
Delaware	302	1
Florida	321 (Brevard County only), 352, 561, 941	4
Georgia	478, 912	2
Guam	671	1
Hawaii	808	1
Illinois	309, 618, 708	3
Indiana	219, 574	2
Iowa	319, 515	2
Kansas	620, 785	2
Kentucky	859	1
Louisiana	337, 504	2
Michigan	616, 810, 906, 989	4
Minnesota	218, 952	2
Mississippi	662	1
Missouri	314, 417, 660, 816	4
Montana	406	1
Nevada	775	1
New Hampshire	603	1
New Jersey	856, 908	2
New Mexico	505, 575	2
New York	516, 607, 716, 845, 914	5
North Carolina	910	1
North Dakota	701	1
Ohio	440, 513	2
South Dakota	605	1
Tennessee	731, 865	2
Texas	254, 361, 409, 806, 830, 915, 940	7
Vermont	802	1
Virginia	276, 804	2
Washington	509	1
Wisconsin	262, 414, 608, 920	4
<b>TOTAL NPAs</b>		<b>83</b>

## Implementation Schedule Conversion to 10-digit local dialing

ACTION	TIME	DATE
Start of Network Preparation and Customer Education		<p style="text-align: center;"><b>July 16, 2020</b></p> <p>(This starts the <i>9.5-month</i> period prior to permissive dialing effective date for carriers to implement permissive 10-digit dialing in their networks and start educating customers about the upcoming dates)</p>
<b><i>NETWORK PREPARATION PERIOD – APPROXIMATELY 9.5 MONTHS</i></b>		
Start of permissive 10-digit dialing (“permissive 10-digit dialing effective date”)	12:01 am local time	<p style="text-align: center;"><b>April 24, 2021</b></p> <p>(This is the date communicated to customers as the “permissive dialing date” and starts the <i>6-month</i> period where customers start practicing dialing 10 digits and reprogram CPE as needed; this is typically a 6-month period in an overlay implementation)</p>
<b><i>PERMISSIVE DIALING PERIOD – 6 MONTHS</i></b>		
End of permissive dialing and start of mandatory 10-digit dialing (“mandatory 10-digit dialing effective date”)	12:01 am local time	<p style="text-align: center;"><b>October 24, 2021</b></p> <p>(This is the date communicated to customers as the “mandatory dialing date” and starts the <i>8.5-month</i> period where carriers can start enforcing mandatory 10-digit dialing through their carrier-specific rolling cut schedule. This is not a flash cut.)</p>
<b><i>MANDATORY DIALING ENFORCEMENT PERIOD – APPROXIMATELY 8.5 MONTHS</i></b>		
End of mandatory 10-digit enforcement implementation	12:01 am local time	<p style="text-align: center;"><b>July 15, 2022</b></p> <p>(This is the deadline by which carriers must have completed their rolling cuts to enforce mandatory 10-digit dialing)</p>
Covered providers shall transmit all calls initiated by an end user dialing 988 to the current toll-free access number for the National Suicide Prevention Lifeline, presently 1-800-273-8255 (TALK)	12:01 am local time	<p style="text-align: center;"><b>July 16, 2022</b></p>

During the permissive dialing period, subscribers may dial local calls on either a 7-digit or 10-digit basis but will be encouraged to dial 10 digits. After the permissive dialing period ends, all calls should be dialed using 10 digits. Carriers are strongly encouraged to prepare their switches to begin signaling 10 digits prior to the mandatory 10-digit dialing effective date for customers.

## Dialing Plan

Coincident with the mandatory 10-digit dialing effective date on **October 24, 2021**, the dialing plan will be as follows, unless the state/NPA has a different dialing plan. All dialing plans can be located at <https://nationalnanpa.com/enas/npaDialingPlansReport.do>.

The following chart shows the standard dialing plan which should be adopted in areas that have not yet adopted a dialing plan. (CA and IL use 1+10 local dialing)

TYPE OF CALL	CALL TERMINATING IN	DIALING PLAN
Local Call	Home NPA (HNPA) or Foreign NPA (FNPA) (including Extended Area Service (EAS) calls)	10-digits (NPA-NXX-XXXX) *
Toll Call	HNPA or FNPA	1 + 10-digits (1 + NPA-NXX-XXXX)
Operator Services Credit card, collect, third party	HNPA or FNPA	0 + 10-digits (0 + NPA-NXX-XXXX)

\*1+10 digit permissible at each service provider's discretion. (Industry Best Practice)

## Contact Information

General questions regarding this Planning Letter should be directed to NANPA at on 571-363-5821 or via email to [nanpa-login@somos.com](mailto:nanpa-login@somos.com)