



## ***Carrier Customer Bulletin***

Date: July 23, 2021  
Notice #: CCBFTR01937  
Audience: IXC, Wireless, ILEC, CLEC, Reseller, ISP  
Subject: Mandatory 10-Digit or 11-Digit Dialing to Allow for 3-Digit Access to National Suicide Prevention Hotline  
Effective Date: 10/24/2021

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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. The Order requires covered providers to implement **mandatory 10-digit or 11-digit local dialing** in NPAs that use both 7-digit dialing and 988 as an NXX. Please refer to the NANPA-issued Planning Letter Number [PL-544](#) for the full list of affected NPAs.

Permissive 10-digit or 11-digit (California and Illinois use 1+10) local dialing in the affected NPAs began on April 24, 2021. During the permissive dialing period, subscribers were encouraged to dial 10-digits or 11-digits for local calls. After the permissive period ends, all calls must be dialed using 10-digits or 11-digits.

### **Prior to October 24, 2021:**

All telecommunications service providers (CLECs, IXCs, Wireless Carriers, and ILECs) must complete the conversion of their networks to send 10-digit or 11-digit signaling of the called-to party for all calls terminating in all Frontier end offices, access tandems and intraLATA tandems in the affected NPAs.

Service providers presently utilizing a MF E-911 interconnection in the affected NPAs are strongly advised to convert to SS7. Otherwise, additional Multi Frequency Centralized Automatic Message Accounting (MF CAMA) trunks must be established for the affected NPAs. Failure to convert to SS7 or establish new MF CAMA trunks in the affected NPAs by October 24, 2021 may result in E-911 call completion failures.

### **Beginning October 24, 2021:**

At this phase, mandatory 10-digit or 11-digit dialing enforcement begins for the affected NPAs, and 7-digit local dialing is no longer permitted. 10-digit or 11-digit signaling is required for all calls terminating in all Frontier end offices, access tandems, and intraLATA tandems in the affected NPAs. Failure to comply with the required 10-digit or 11-digit signaling will result in call failures.

Additional information regarding the Transition to 10-digit or 11-digit dialing (for 988 as 3-digit access to National Suicide Prevention Hotline) is available on the NANPA website at <http://www.nanpa.com>. (See Planning Letter Number [PL-544](#).)

The transition to 10-digit or 11-digit dialing will not affect existing local calling areas or rates.