



10-Digit Dialing in Eastern Washington

988 Suicide Prevention Hotline Launch

What is happening? To prepare for the 988 hotline launch in July 2022, Eastern Washington (509 area code) needs to switch to 10-digit dialing. Permissive 10-digit dialing is currently in effect to give customers time to adjust. Mandatory 10-digit dialing begins in October.

Background: Last July, the FCC adopted an order designating 988 as the nationwide phone number for Americans in crisis to connect with suicide prevention and mental health crisis counselors.

Current Hotline: There is a National Suicide Prevention Lifeline at 800-273-8255 (800-273-TALK), but callers will be able to dial 988 to reach it directly starting July 2022.

How are customers affected?

There will be no service changes to customers. 10-digit dialing will not change:

- Your telephone number or area code.
- The price of a call.
- Coverage Areas.
- Rates and services.
- Whether a call is local or long-distance.
- Existing three-digit services such as 911, 711, and 211.
- The existing 800-273-8255 (TALK) hotline number.

Some safety and security equipment may need to be programmed to use 10-digit dialing. This includes:

- Life safety systems.
- Medical monitoring devices.
- Fax machines.
- Security alarm systems or gates.



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