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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