

March, 25, 2021

On July 16, 2020, the FCC adopted an order approving 988 as the 3-digit abbreviated dialing code to reach the National Suicide Prevention Lifeline. This will not go into effect until July 16th of 2022. Until then, customers must continue to use 1-800-273-TALK (8255) to reach the lifeline.

In the meantime, telecommunication carriers are preparing for this coming change with a two-phased approach. The first phase, permissive dialing phase, will begin April 24, 2021. During this phase customers will be able to dial both 7 and 10 digits when making local calls. However, it is encouraged that customers begin to dial 10 digits for all local calls. The second phase, which is the mandatory phase, will begin October 24, 2021. After this date all customers will need to dial 10 digits when making a local call.

This change will only affect local calls and will have no impact on long distance and international dialing. If you have further questions, please contact one of our customer service representatives at 218.998.2000 or email sales@parkregion.com.



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