



# 10-Digit Mandatory Dialing

7.30.21

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The Office of Administration sent notification alerting all State team members about a new federal mandate coming soon.

As a follow up, this document outlines the mandatory dialing changes, timeline, and impact of the mandate. Systems and contact information may need to change as a result.

To help agencies and team members prepare for this change, this guide provides explanations and a detailed list of potential impacts and systems to review. In addition, instruction, FAQs, and ITSD contact information is provided.

[Find helpful FAQs from the MO Public Service Commission.](#)

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## What is changing?

The Federal Communications Commission (FCC) has adopted an order approving the designation of “988” as the 3-digit abbreviated dialing code for the National Suicide Prevention Lifeline. This mandate impacts multiple states and area codes. This mandate is for all telecom carriers, including cellular in the USA.

## Why?

The changes will ensure callers can dial “988” to reach the existing National Suicide Prevention Lifeline. Many area codes have been using “988” exchange (XXX-988-XXXX) as their area. By requiring 10-digit dialing, no one will have to change their phone number.

## When?

Effective **October 24**, all telecommunications carriers must make necessary network changes to can dial 988 to reach the existing National Suicide Prevention Lifeline. This means all systems and changes as outlined below must be in place prior to October 24 to avoid disruption.

After October 24, dialing 7-digits for local calls will not function for all callers. All system updates must be made prior to October 24. See “What do we need to do?” for detail and guidance.



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## New Caller Practice Effective October 24:

- Callers will dial area code + the telephone number to successfully complete all local calls across the State of Missouri. (This applies to all calls within the area code that are currently dialed with 7-digits.)
- Local calls dialed with only 7-digits will not work after October 24. The caller will receive a recording informing them the call cannot be completed as dialed. They must hang up and dial area code + the telephone number.
  - Callers using the "Centrex" or "Plexar" platforms, should dial 10 digit numbers placing a call. For long distance calls, dial 1 + 10 digit.
- State team members will see an impact to speed dials, call forwarding and such. See below under "What do we need to do?" for instructions to avoid this impact.

## Impact to State agency and team members

As a result of this mandate, there are several impacts to consider. Updates to systems must be made prior to October 24 to avoid disruption. See below for complete list.

- Makes 10-digit dialing mandatory for all dialing, including cellular.
- Affects all State of Missouri dialing whether on Cell Phones, Unified Communications, Centrex, Plexar, or business lines.
  - Note: This will also impact home phone and cell phone dialing.
- A complete list of systems to review for potential impacts is included below.

## What do we need to do?

Agencies and team members should review the list of systems which may need configuration changes/updating due to the mandate. Please note, the agency is responsible for some system changes due to the configuration. The changes can be made at any time, however, ITSD recommends completing the configuration changes as soon as possible to avoid any issues.

Below outlines ITSD and Agency/team member responsibilities regarding the configuration changes.



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## 10-Digit Dialing Configuration Change Considerations:

### 1. ITSD is responsible for configuration changes for the following systems:

- **UC phones and systems**
  - (NOTE: Agency team members are responsible for re-configuration of any call forwarding of their desk phones and/or softphones to ensure they are configured for 10 digits.)
- **AT&T Plexar & Lumen Centrex business lines**
  - (NOTE: Agency users are responsible for re-configuration of their own speed dials. Agency team members are also responsible for re-configuration of any call forwarding of their desk phones to ensure they are configured for 10 digits.)

### 2. Agency team members will be responsible for configuration changes for the following systems:

*Agencies should review the following systems for needed edits and ensure team members are aware of any action on their part.*

- **Fax machines** - *Ensure machines are configured to dial 10 digits and team members are dialing 10 digits.*
- **Telephone key systems** - *Agencies are responsible for setting up key systems with the vendor. Agencies should coordinate any additional configuration needs with the vendor for the system to accept 10 digits.*
- **Alarm systems** – *Ensure these are configured to accept 10 digits.*
- **Elevator systems** - *Typically when an elevator phone is picked up, it dials out automatically. Ensure the phone configurations are set to accept 10 digits.*
- **State iPhones (contact info)** - *Agency team members will need to update any iPhone contacts with 10 digits. Team members should also understand they will need to dial 10 digit numbers to call out.*
- **Non-Cisco video conference units (Polycom, etc.)** - *Ensure these are configured to dial 10 digits.*
- **Custom contacts in Jabber** - *Ensure that any custom contacts are configured with 10 digits.*
- **TDD/TTY devices for deaf** - *Ensure that any custom contacts are configured with 10 digits.*



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- **Media** – *Agency Public Information Offices should review the following and update to display 10 digits.*
  - **State websites** –
    - *Agency Web Content Managers who manage their own site content can make these edits. Please direct edits to your agency Public Information Office.*
    - *Public Information Offices that do not manage site content should identify changes needed and submit them in a ticket to ITSD via the ITSD Service Portal (Request – Web Site Support – Web Development – Update Existing Page/Site)*
    - *Vendor maintained sites – Edits should be sent from the agency Public Information Office to the vendor.*
    - *Any questions or need for clarification can be submitted to the ITSD Service Portal (Request – Web Site Support – Web Development – Update Existing Page/Site). ITSD is happy to assist.*
  - **Forms**
  - **Brochures**
  - **Business cards**
  - **Advertisements**
  - **Commercials**

## Contact information

ITSD is happy to assist and answer any questions as part of this effort. ITSD will work closely with the UCCOMCOR contacts for each agency as well.

**Contact:** Angie Craig, Unified Communications Support Supervisor, 573.526.4111

## FAQs

[Find helpful FAQs from the MO Public Service Commission.](#)



# 10-Digit Mandatory Dialing

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## Frequently Asked Questions (FAQs)

**988 Conversion to 10-Digit Local Dialing for the Missouri 314, 417, 660, and 816 Area Codes**



**Q:** I am confused as to how making a National 988 Hot Line could in any way effect the way we dial our phones, from any practical thought. We have 9-1-1, 5-1-1, 4-1-1, 3-1-1, 8-1-1 three digit dialing for many different uses, why NOW are we being mandated to use 10 digit dialing?

**A:** Going to 10-digit dialing is being implemented in every state. It is a Federal mandate for all telecom carriers, and thus every telephony user/system, including cellular, in the USA.

- Example: There are some area codes in which 988 is the first three digits of the seven-digit number (XXX-988-XXXX). For instance, if my phone number was 573-988-1234, and I only dialed seven digits, after the first three numbers entered it would send me to the new hotline. This situation effects 100,000s of phone numbers across the US that would have to be changes without 10-digit dialing. By requiring 10 digit dialing no one's phone number has to change.

**Q:** What states/area codes are impacted by this Order?

**A:** There are 37 states and 83 area codes that are impacted by this Order where the 988 prefix is a working prefix and has 7-digit local dialing. This includes the entire Missouri 314, 417, 660, and 816 area codes (shown in blue on the map above). Areas shown in yellow on the map are not affected by this change.

**Q:** Will everyone in the 314, 417, 660, and 816 area codes have to dial 10-digits for a local call or just the people with 988 numbers?

**A:** The State of Missouri is standardizing the dialing rules to simplify the process and avoid confusion. For all State of Missouri lines, it will require the full 10-digit dialing regardless of area code you are in.