

# Important Phone Dialing Update



**All callers of OEConnect with a 607-area code will be affected by this change beginning October 24, 2021. As of October 24, 2021, you must dial 10 digits (area code plus phone number) or your call may not be completed. After October 23, 2021 if you inadvertently attempt to dial 7 digits you will hear a recording indicating your call cannot be completed as dialed.**

The Federal Communications Commission (FCC) has established 988 as a new 3-digit number to be used nationwide to reach the National Suicide Prevention and Mental Health Crisis Lifeline effective July 16, 2022. All landline telephone customers should continue to dial 1-800-273-TALK (8255) to reach the Lifeline prior to July 16, 2022.

To ensure that calls to 988 reach the Lifeline, certain area codes (including 607) in multiple states must fully transition to 10-digit dialing for all calls (including local calls) by **October 24, 2021**.

**OLD 7-digit:** 456-7890

**NEW 10-digit:** (123) 456-7890

**Area code**

**Prefix**

**Final four digits**

**(123)**

**456**

**7890**

## Why do I now need to dial 10 digits for local calls?

In many area codes across the country, 988 is already used as the prefix (first three digits after the area code) of customer telephone numbers. To enable callers to use 988 to dial directly to the National Suicide Prevention and Mental Health Crisis Lifeline, any area code that includes the 988 prefix must transition from 7-digit dialing (dialing without the area code) to 10-digit dialing (area code plus telephone number).

## What else do I need to change due to his new dialing requirement?

If you have safety or security equipment that is programmed to complete calls to local 7-digit numbers, it will need to be re-programmed to completed calls to 10-digit numbers. This change should take place by October 23 to avoid any service interruptions. You should also check your fax machines, speed dials, call forwarding settings, personal or business checks, and pet ID tags where the area code will need to be included.

If you have any problems or need further explanation, please call our office at 607-293-6622.



**607-293-6622**