

ATTENTION NEW MEXICO TELEPHONE CUSTOMERS!

On and after October 24, 2021, all customers in the New Mexico 505 and 575 Area Codes are changing from 7-digit local dialing to MANDATORY 10-digit local dialing!

Why is the local dialing plan changing?

On July 16, 2020, the FCC adopted an Order (FCC 20-100) approving the designation of 988 as the 3-digit abbreviated dialing code for the National Suicide Prevention Lifeline, requiring all telecommunications carriers, interconnected Voice over Internet Protocol (VoIP) providers, and one-way VoIP providers (covered providers) to make any network changes necessary to ensure that users can dial 988 to reach the existing National Suicide Prevention Lifeline: 1-800-273-8255 / 1-800-273 (TALK).

Does this apply to New Mexico?

Yes, implementation of this Order requires all covered providers to make 10-digit dialing mandatory for all local calls in the entire 505 and 575 area codes because 988 is assigned to customers as a working prefix.

Why is 10-digit dialing going to be required in these area codes?

The FCC ordered that any area code that has the 988 prefix assigned as regular telephone numbers and has 7-digit local dialing be transitioned to 10-digit local dialing to prevent problems with reaching the National Suicide Prevention Lifeline using the 3-digit 988 code.

Will I have to change my phone number?

No. One of the reasons for changing to 10-digit local dialing is to avoid the need to change people's telephone numbers.

Will everyone in the 505 and 575 area codes have to dial 10-digits for local calls?

Yes, every customer in the entire 505 and 575 area codes will change to **mandatory** 10-digit dialing for local calls. Dialing 7-digits for local calls will be prohibited for all customers in both entire area codes.

What will be the new dialing procedure?

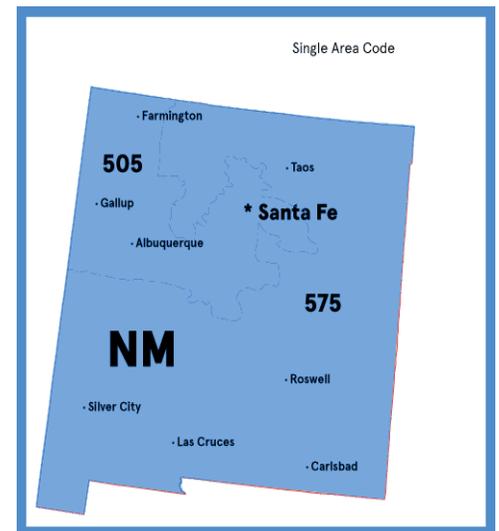
To complete local calls, the new dialing procedure requires callers to dial the area code + telephone number. This means that all local calls in the entire 505 and 575 area codes that are currently dialed with 7-digits will need to be dialed using the area code + telephone number.

When will the change begin?

Beginning **April 24, 2021**, you should start dialing 10-digits (area code + telephone number) for all local calls. If you forget and dial just 7-digits, your call will still be completed.

When will the change become mandatory?

Beginning **October 24, 2021**, you must dial 10-digits (area code + telephone number) for all local calls. On and after this date, local calls dialed with only 7-digits may not be completed, and a recording will inform you that your call cannot be completed as dialed. If you get this recording, you must hang up and dial again using the area code with the 7-digit telephone number.



What other changes need to be made?

In addition to changing your dialing patterns, all services, automatic dialing equipment, or other types of equipment that are programmed to complete local calls using only 7-digit numbers will need to be reprogrammed to complete calls to 10-digit numbers. Some examples are:

- life safety systems or medical monitoring devices,
- PBXs,
- fax machines,
- Internet dial-up numbers,
- fire or burglar alarm and security systems or gates,
- speed dialers,
- mobile or other wireless phone contact lists,
- call forwarding settings,
- voicemail services and other similar functions.

Be sure to check your website, personal and business stationery, advertising materials, personal and business checks, contact information, your personal or pet ID tags, and other such items to ensure the area code is included.

What will remain the same?

- Your telephone number, including current area code, will not change.
- The price of a call, coverage area, or other rates and services will not change due to the dialing change.
- What is a local call now will remain a local call regardless of the number of digits dialed.
- You will continue to dial 1+ the area code + telephone number for all long-distance calls.
- Callers will still be expected to dial a prefix when dialing from a multi-line telephone system (i.e., in a hotel, office building, etc.) as required.
- You can still dial just three digits to reach 711 (relay services) and 911 (emergency services).
- If 211, 311, 411, 511, 611, 711 or 811 are currently available in your community, dial these codes with just three digits.
- The National Suicide Prevention Lifeline can still be reached by dialing 1-800-273-TALK (8255) even after the 988 code is in effect.

Will a caller be able to reach the National Suicide Prevention Lifeline by dialing 988 and no other digits when calling from a Multi-Line Telephone System (MLTS)?

Callers will still be expected to dial a prefix (such as “9”) when dialing from a multi-line telephone system (i.e., in a hotel, office building, etc.). The FCC order declined to adopt a proposal to require multi-line telephone systems (MLTS) to allow callers to reach the Lifeline by dialing 988 and no other digits.

When can I begin dialing “988” to reach the National Suicide Prevention Lifeline?

Beginning **July 16, 2022**, dialing “988” will route your call to National Suicide Prevention Lifeline. Customers must continue to dial 1-800-273-TALK to reach the Lifeline until July 16, 2022.

Still have questions?

Customers with questions about the dialing procedure change should contact their local service provider, or they can visit the FCC website <https://www.fcc.gov/suicide-prevention-hotline>.