

# NEW MEXICO PUBLIC REGULATION COMMISSION

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## FOR IMMEDIATE RELEASE

### NEW MEXICO MOVES TO 10-DIGIT DIALING TO SUPPORT 988 SUICIDE PREVENTION HOTLINE IMPLEMENTATION

(SANTA FE, NM—MARCH 23)— The state of New Mexico will soon move to 10-digit dialing for all telephone calls made in state. Beginning on April 24, 2021, a 10-digit permissive dialing period will begin, during which time callers should begin the practice of 10-digit dialing, but seven-digit dialed calls will still complete. On October 24, 2021, 10-digit dialing will become mandatory, and seven-digit calls will not complete after that date. An automated recording will advise callers that they need to use 10-digit dialing at that time. The Federal Communications Commission (FCC) and telecommunications carriers are working diligently to implement this process.

The reason for the change to 10-digit dialing is that, on July 16, 2022, the FCC will implement a new, three-digit number to dial for its National Suicide Prevention Hotline, which will be 988. For technical reasons, the implementation of this number will require 10-digit dialing for all in-state calls, as described above. For more information, please see the New Mexico Public Regulation Commission's website, <http://nmprc.state.nm.us>.

*The New Mexico Public Regulation Commission (PRC) regulates the utilities, telecommunications, and motor carrier industries to ensure fair and reasonable rates, and to assure reasonable and adequate services to the public as provided by law.*

*The NMPRC also promotes public safety through the offices of State Fire Marshal, the Firefighter Training Academy, Pipeline Safety Bureau and Transportation Division.*

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