

VPS Consulting Memo

FCC Designation of 988 – 3-Digit Dialing for Suicide Prevention

EFFECTIVE FOR ALL CARRIERS JULY 16, 2022.

Reminder

As a follow up to the August 13, 2020 Vantage Point Memo, we would like to remind carriers of their obligations to implement 988 3-digit dialing effective July 16, 2022. All service providers will be required to take action, some more than others. This project will require service providers in 83 area codes nationwide to transition to mandatory 10-digit dialing. While many area codes already require 10-digit dialing, **all service providers will have milestones to meet**. Below are some dates to remember:

- **July 16, 2020 to April 24, 2021** – End user education
- **April 24, 2021** – Permissive Dialing; End users encouraged to dial 10-digits during this period
- **October 24, 2021** – Mandatory 10-digit dialing can be enforced by the carriers. Carriers are free to set their own rolling schedule as this is not a required flash cut
- **July 15, 2022** – Carriers must have all rolling cuts complete and enforce mandatory 10-digit dialing
- **July 16, 2022** – All end user-initiated calls dialing 988 must be routed to the toll-free access number for the National Suicide Prevention Lifeline 1.800.273.8255 (TALK)

The next year and a half will consist of customer education, translations updates, end user equipment updates (if needed), 911 PSAP provider coordination and education, directory updates, BIRRDs/LERG updates and much more.

Keep in mind that Vantage Point Solutions is dedicated to helping service providers every step of the way including customer education, switch translations, customer premise equipment, BIRRDs/LERG updates, etc. Do not hesitate to contact the following staff to help identify an implementation plan for your company or address any questions.

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