



**Consolidated**<sup>®</sup>  
communications

## Consolidated Communications Wholesale Customer Communication Tariff Notification

Notification Date: **October 15, 2021**  
Effective Date: **October 24, 2021**  
Subject: **Multiple States/NPA CARRIER NETWORK CHANGE  
REQUIREMENTS RESULTING FROM THE NEW  
ABBREVIATED 988 DIALING CODE IN THE US**  
Notification #: **TRF 0033 - NEW 988 Abbreviated dialing code in the US**  
Related Letters: **TRF 0029 & TRF 0032 - NEW 988 Abbreviated dialing code in  
the US**  
Target Audience: **CLEC, ISP, IXC, Wireless, Reseller, ILEC**  
Area Impacted: **All Regions**  
Contact: **Consolidated Change Management  
at [ConsolidatedCMP@consolidated.com](mailto:ConsolidatedCMP@consolidated.com)**

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This notice is being sent to inform you of important actions your company will need to take in preparation of the upcoming introduction of the new 988 abbreviated dialing code and associated 10 digit dialing conversions in the following states/NPAs where Consolidated Communications is the ILEC.

### States

California - NPA 530

Colorado – NPA 719

Illinois – NPAs 309,618

Kansas – NPAs 620,785

Missouri – NPAs 660, 816

New Hampshire – NPA 603

New York – NPA 716

Ohio – NPA 440

Vermont – NPA 802

Washington – NPA 509

The Federal Communications Commission (FCC) has adopted 988 as a new three-digit number to be used nationwide to reach the National Suicide Prevention and Mental Health Crisis Lifeline, starting July 16, 2022. Customers who need help should continue to contact the National Suicide Prevention and Mental Health Crisis Lifeline at 1-800-273-8255 (1-800-273-TALK) until July 16, 2022.

The NPAs above currently permit 7-digit dialing and also use 988 as a central office code. Providers operating in these NPAs must implement 10-digit dialing. During the permissive dialing period (April 24, 2021 – October 24, 2021), subscribers may dial local calls on either a 7-digit or 10-digit basis but will be encouraged to dial 10-digits. After the permissive dialing period ends, all calls should be dialed using 10-digits. Carriers are strongly encouraged to prepare their switches to begin signaling 10-digits prior to the mandatory 10-digit dialing effective date for customers.

### Schedule

April 24, 2021 – Permissive 10-digit dialing begins. Your end users can begin using 10-digit dialing in the NPAs listed above. Prior to October 24, 2021, if the end user forgets and dials seven digits, the call will still be completed.

October 24, 2021 – Mandatory 10-digit dialing begins. Your end users must use 10-digit dialing; if they do not, the call may not be completed and a recording will instruct the end user to hang up and dial again.

Under the new 10-digit dialing plan, all local calls dialed from these NPAs must be dialed using 10-digits.

Type of Call	Call Terminating In	Dialing Plan
Local Call	Home NPA (HNPA) or Foreign NPA (FNPA) (including Extended 10-digits Area Service (EAS) calls)	10-digits (NPA-NXX-XXXX)*
Toll Call	HNPA or FNPA	1+10-digits (1+NPA-NXX-XXXX)
Operator Services Credit card, collect, third party	HNPA or FNPA	0+10-digits (0+NPA-NXX-XXXX)

\*1+10-digit dialing for all HNPA and FNPA calls permissible at each service providers discretion.

## **Network Requirements**

Prior to September 24, 2021, all telecommunications service providers (including, without limitation, competitive local exchange carriers (CLECs), interexchange carriers (IXCs), wireless carriers and incumbent local exchange carriers (ILECs) must complete the conversion of their networks to send 10-digit signaling of the called-to party for all calls terminating in all Consolidated Communications end offices, access tandems and intraLATA tandems in the above NPAs.

Starting September 24, 2021, Consolidated will begin blocking 7-digit signaled calls for all calls terminating in all Consolidated Communications end offices, access tandems and intraLATA tandems in the above NPAs. Failure to comply with the conversion described above will result in call failures. Notification will appear in the Local Exchange Routing Guide (LERG). All telecommunications service providers should verify that all calls terminating to Consolidated Communications end offices, access tandems or intraLATA tandems are routed to the proper end offices/tandems specified in the LERG to prevent call failures.

## **Additional information**

July 16, 2022 – Dialing 988 will route calls to the National Suicide Prevention and Mental Health Crisis Lifeline.

Consumer information regarding the implementation of 988 and associated dialing plan changes is available at:

<http://www.consolidated.com/dialingchanges>

or the FCC website at:

<https://www.fcc.gov/suicide-prevention-hotline>

Additional information regarding the transition to 10-digit dialing for the 988 National Suicide Prevention Lifeline is available at:

[https://nationalnanpa.com/transition\\_to\\_10\\_digit\\_dialing\\_for\\_988/index.html](https://nationalnanpa.com/transition_to_10_digit_dialing_for_988/index.html)

If you have any questions regarding this notice, please contact your Consolidated Communications account manager or visit the FCC website at:

<https://www.fcc.gov/suicide-prevention-hotline>