

JOHNSON TELEPHONE COMPANY

IMPORTANT NOTICE

MARCH 25, 2021

- **MANDATORY 10-DIGIT DIALING COMING TO AREA CODE 218**
 - The Federal Communications Commission (FCC) has mandated that 10-digit dialing be implemented in the 218 area code. To complete **ALL** local calls (**566, 889, 654**) you will now need to dial the area code (218) + telephone number.
- **TIMELINES**
 - **PERMISSIVE DIALING PERIOD**
 - Beginning **April 24, 2021**, you should begin dialing 10 digits (Area code + telephone number) for **ALL** local calls (**566, 889, 654**). If you dial just 7 digits during this PERIOD, your call will still be completed.
 - **MANDATORY DIALING PERIOD**
 - Beginning **October 24, 2021**, you **MUST** dial 10 digits (Area code + telephone number) for **ALL** local calls (**566, 889, 654**). On and after this date local calls dialed with only 7 digits will not be completed.
- **SUICIDE PREVENTION LIFELINE**
 - The Federal Communications Commission (FCC) has adopted **988** as a new three-digit number to reach the **NATIONAL SUICIDE PREVENTION AND MENTAL HEALTH CRISIS LIFELINE**, beginning **July 16, 2022**. Customers must continue to dial 1-800-273-TALK (8255) to reach the lifeline until **July 16, 2022**.
- **WHAT CUSTOMERS NEED TO DO**
 - Telecommunications equipment/services currently programmed to complete calls to 7-digit local numbers will need to be reprogrammed to complete calls to 10-digit numbers. Some examples include medical monitoring devices, fax machines, alarm/security systems, speed calling, call forwarding, etc. Also, ensure that your personal and business contact information, advertising materials, website, personal or pet ID tags, and other such items include the area code (218).
- **WHAT REMAINS THE SAME**
 - Your telephone number will not change.
 - Call coverage area, the price of a call, or other rates and services.
 - What is a local call now will remain a local call.
 - You will continue to dial 1 + area code + telephone number for all long distance calls
 - You can still dial 711 (Relay services) and 911 (Emergency services)
 - Any 211, 311, 411, 511, 611, or 811 services can still be reached by dialing their 3-digit code
 - The **National Suicide Prevention Lifeline** can still be reached by dialing 1-800-273-TALK (8255)
- **QUESTIONS or MORE INFORMATION**
 - If you have questions regarding this **NOTICE**, please contact Johnson Telephone Company at (218) 566-2302, (800) 903-1987, or go to the JTC website (www.jtc-companies.net) to review this **NOTICE**.
 - You can also visit the FCC website (<https://www.fcc.gov/suicide-prevention-hotline>) regarding the Suicide-Prevention-Hotline.