

Mandatory 10-Digit Dialing

Ten-digit dialing will soon be required in additional areas of Georgia. Learn how this change may affect your area and how to prepare with our FAQs.

What areas will be affected?

Anyone that has a 912 or 478 area code will be required to use 10-digit dialing.

What is 10-digit dialing?

Ten-digit dialing requires the area code to be entered before dialing a local number. For your call to be completed, you will need to dial the **area code + telephone number**.

When will this begin?

On October 24, 2021, ten-digit dialing will become mandatory. Any numbers that are dialed without the area code will not be completed, and a recording will play to inform you that your number cannot be completed as dialed.

How can I prepare for this change?

The best way to prepare is to start dialing ten digits now. This will begin a new habit of dialing, so by the time it is required it will be second nature.

Any equipment that is programmed to dial out, for example - fax machines, call forward settings, numbers in your phone's contact list, alarm systems, speed dialers - will need to be re-programmed to ten digits. In addition to equipment, you will want to make sure that anything with your contact information is updated with your area code- business and personal stationary, advertising materials, personal and pet ID tags, etc.

Although your method of dialing will change, many things will stay the same:

- The cost of a call
- Your coverage area
- Local numbers will remain a local call
- Continuing to dial 1 + area code + telephone number to make a long distance call
- Dialing three digits to reach Relay Services - 711 and Emergency Services - 911
- Dialing services available in your community such as 211, 311, 411, 511, 611, or 811
- The National Suicide Prevention Lifeline can still be reached by 1-800-273-TALK (8255)

The National Suicide Prevention Lifeline

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 beginning on July 16, 2022. Until then, to reach the Lifeline you should continue to dial 1-800-273-TALK (8255) using most phones.

Pineland Telephone has already enabled the ability to dial 988. Any customer that is wanting to reach the Lifeline may dial 988 successfully from their [Pineland landline phone number](#).

If you have any questions about these upcoming changes, please contact us at 800.247.1266 or visit our website for more information. You can also visit the FCC website at <https://www.fcc.gov/suicide-prevention-hotline>.