

NEWS RELEASE

# Customer Advisory: Mitel's Implementation of FCC's New 10-Digit Dialing Procedures to Become Mandatory for all North American Customers as of July 16, 2022

7/8/2022

SUNNYVALE, CA, July 8, 2021 — As a global leader in business communications, Mitel makes it our priority to ensure customers have visibility into the latest regulatory guidelines to assure both compliance with local government requirements and a high-quality communications experience. This advisory covers Mitel's implementation of new, mandatory FCC 10-digit dialing procedures that carriers are permitted to implement for customers in specific area codes across the United States between October 24, 2021, and July 15, 2022.

On July 16, 2020, the FCC adopted an Order (FCC 20-100) approving 988 as the three-digit abbreviated dialing code to reach the National Suicide Prevention Lifeline by July 16, 2022. The Order requires all telecommunications carriers, interconnected Voice over Internet Protocol (VoIP) providers, and one-way VoIP providers (covered providers) to make any network changes necessary to ensure that users can dial 988 to reach the existing National Suicide Prevention Lifeline by July 16, 2022. Mitel has implemented 998 dialing.

In addition to the FCC order, Mitel has implemented the 933 emergency testing service dialing code which is used during the onboarding process. This courtesy text-to-speech service provides confirmation of the telephone number and location provisioned with the emergency service provider. This means that the mandatory 10-digit dialing directive above applies to NPAs that use both 7-digit dialing, 933, and 988 as a prefix.

Customers must dial area code + telephone number for all calls, including those within their same area code. We strongly recommend any customer currently using 7-digit dialing upgrade to 10-digit dialing as local calls dialed with only 7-digits will not be completed.

Equipment that customers and partners need to consider

As of the July 16, 2022, important safety and security equipment such as medical alert devices, and alarm and security systems must be programmed to use 10-digit dialing. While many of these systems may operate on 10-digit dialing by default, some older equipment using 7-digit dialing may need to be reprogrammed. Mitel recommends updating all safety and security equipment programmed to use 7-digit dialing to use 10-digit dialing immediately. Customers should contact their medical alert or security provider if they are uncertain as to whether equipment needs to be reprogrammed to accommodate the upcoming change to 10-digit local dialing.

Customers should also be aware that they need to reprogram other devices such as PBXs, fax machines, Internet dial-up numbers, fire or burglar alarm and security systems or gates, speed dialers, mobile or other wireless phone contact lists, call forwarding settings, voicemail services and other similar functions using 7 digit-dialing to use 10 digital dialing before July 16, 2022<sup>1</sup>. For optimal accessibility, customers and consumers should also validate that any websites, personal and business stationery, advertising materials, personal and business checks, contact information, personal or pet ID tags, and other such items are listed with the appropriate area code.

What will remain the same?

- Individual telephone numbers, including current area code, will not change
- The price of a call, coverage area, or other rates and services will not change due to the dialing change
- What is considered a local call now will remain a local call
- Customers will continue to dial 1+ the area code + telephone number for all long-distance calls
- Except for 911 calls, customers will continue to dial a prefix (such as "9") when dialing from a multi-line

telephone system (e.g., in a hotel, office building, etc.) as required

- Customers can still dial just three digits to reach 711 (relay services), 911 (emergency services), 998 (suicide helpline), and 933 (emergency test service)
- If 211, 311, 411, 511, 611, 711 or 811 are currently available in a given community, customers can dial these codes with just three digits
- The National Suicide Prevention Lifeline can still be reached by dialing 1-800-273-TALK (8255)

Mitel customers with questions regarding this information or Mitel's services can contact Mitel Customer Support at 1-888-322-3822 for MiCloud Business, MiCloud Connect, or Sky, Customers with MiCloud Flex, MiCloud Office, or Network Services can contact Mitel Customer Support at 1-800-722-1301. Additional information is also available on the FCC website at <https://www.fcc.gov/suicide-prevention-hotline>.

## About Mitel

A global market leader in business communications powering more than two billion business connections, Mitel helps businesses and service providers connect, collaborate and provide innovative services to their customers. Our innovation and communications experts serve business users in more than 100 countries. For more information, go to [www.mitel.com](http://www.mitel.com) and follow us on Twitter [@Mitel](https://twitter.com/Mitel).

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## CONTACT INFORMATION

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1 Mitel is targeting enforcement of 10-digit dialing for the majority of its MiCloud Connect (Connect) customers by July 16, 2022 and enforcement for all Connect customers by end of July 2022.