

Dear (Insert audience):

On Oct. 24 the switch to 10-digit dialing begins. That means you must include the 509 area code when dialing a local number. In July 2022 seven-digit dialing will no longer work and may cause calls to fail.

Please check to see if yours, your family’s, and friend’s systems are up to date, including:

* life safety systems or medical monitoring devices
* Internet dial-up numbers
* fire or burglar alarm and security systems or gates
* mobile or other wireless phone contact lists
* voicemail services and other similar functions

A business with a 509 telephone number should update all of its materials to include the three-digit area code, such as its:

* company website
* stationary and letterhead
* advertising materials
* contact information
* ID tags and cards

This change to 10-digit dialing in eastern Washington’s 509 area code is a first step toward making sure that everyone in the country will be able to reach the [National Suicide Prevention Lifeline](https://suicidepreventionlifeline.org/) using a three-digit code of 988 that launches in 2022.

10-digit dialing will not change:

* Your telephone number or area code
* The price of a call
* Coverage areas.
* Rates and services
* Whether a call is local or long-distance
* Existing three-digit services such as 911, 711, and 211
* The existing 1-800-273-8255 (TALK) suicide prevention hotline number

For more information, please visit our website: [www.utc.wa.gov/988](http://www.utc.wa.gov/988) or contact your phone company.