



Frontier
COMMUNICATIONS
Carrier Customer Bulletin

Date: October 23, 2020
Notice #: CCBFTR01860A
Audience: IXC, Wireless, ILEC, CLEC, Reseller, ISP
Subject: Transition to 1+10-Digit Dialing to Allow for 3-Digit Access to National Suicide Prevention Hotline ***Revised**
Effective Date: Permissive 1+10-Digit Dialing Begins 04/24/2021
Mandatory 1+10-Digit Dialing Begins 10/24/2021

On July 16, 2020, the FCC adopted an Order (FCC 20-100) approving the designation of 988 as the 3-digit abbreviated dialing code for the national suicide prevention and mental health crisis hotline, requiring 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: 1-800-273-8255 / 1-800-273 (TALK) by July 16, 2022. The Order requires covered providers in **California and Illinois to implement mandatory 1+10-Digit Dialing**. Please refer to the NANPA-issued Planning Letter Number [PL-544](#) for the full list of affected NPAs in California and Illinois.

Beginning April 24, 2021:

Permissive 1+10-digit dialing in the affected California and the Illinois NPAs will begin on April 24, 2021. During the permissive dialing period, subscribers may dial local calls within the overlay area on either a 7-digit or 1+10-digit basis but will be encouraged to dial 1+10-digits. After the permissive period ends, all calls must be dialed using 1+10-digits.

Prior to October 24, 2021:

All telecommunications service providers (CLECs, IXCs, Wireless Carriers, and ILECs) must complete the conversion of their networks to send 10-digit signaling of the called-to party for all calls terminating in all Frontier end offices, access tandems and intraLATA tandems in the existing affected California and Illinois NPAs.

Service providers presently utilizing a MF E-911 interconnection in the affected California and the Illinois NPAs are strongly advised to convert to SS7. Otherwise, additional Multi Frequency Centralized Automatic Message Accounting (MF CAMA) trunks must be established for the existing affected California and Illinois NPAs. Failure to convert to SS7 or establish new MF CAMA trunks in the existing affected

California and Illinois NPAs by October 24, 2021 may result in E-911 call completion failures.

Beginning October 24, 2021:

At this phase, mandatory 1+10-digit dialing enforcement begins for the affected California and the Illinois NPAs, and 7-digit local dialing is no longer permitted. 10-digit signaling is required for all calls terminating in all Frontier end offices, access tandems, and intraLATA tandems in the existing affected California and Illinois NPAs. Failure to comply with the required 10-digit signaling will result in call failures.

Additional information regarding the Transition to 1+10-digit dialing (for 988 as 3-digit access to National Suicide Prevention Hotline) is available on the NANPA website at <http://www.nanpa.com>. (See Planning Letter Number [PL-544](#).)

The transition to 1+10-digit dialing will not affect existing local calling areas or rates.

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