

Steve Sisolak
Governor



Laura E. Freed
Director

Matthew Tuma
Deputy Director

Alan Cunningham
State Chief Information Officer

Timothy Galluzi
Administrator

STATE OF NEVADA
DEPARTMENT OF ADMINISTRATION

Enterprise IT Services Division

100 N. Stewart Street, Suite 100 | Carson City, Nevada 89701

Phone: (775) 684-5800 | www.it.nv.gov | Fax: (775) 687-9097

MEMORANDUM

October 18, 2021

TO: All Agencies

FROM: Timothy Galluzi, Administrator

SUBJECT: Mandatory 10-Digit Telephone Dialing

Beginning October 24, 2021, the Federal Communications Commission (FCC) is requiring 10-digit dialing for all telephone calls from specific area codes within the United States. This impacts all phones, including landlines, mobile phones, and phones that connect through the internet (i.e., voice-over-internet protocol, or VoIP, phones).

How This Change Affects State Agencies

- Local calls within all Nevada area codes will require callers to dial the area code (XXX-XXX-XXXX). Southern Nevada area codes 702 and 725 converted to 10-digit dialing in 2014. This change extends 10-digit dialing to Northern Nevada area code 775.
- Long distance dialing will not change; callers will still be required to dial a 1 before all 10 digits (1-XXX-XXX-XXXX).
- State agencies on the same phone systems will still be able to reach each other internally using the last five digits (e.g., dialing 45800 to reach 775-684-5800).
- Stored contacts, including speed dialing, may need to be updated.

Why This Change Is Required

The 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 starting July 16, 2022. To help facilitate the creation of 988, area codes that use 988 as the first three digits of a seven-digit phone number, will need to use 10-digit dialing. According to the FCC, switching to an easy-to-remember 988 as the '911' for suicide prevention and mental health crisis services is intended to make it easier for Americans in crisis to access the help they need and decrease the stigma surrounding suicide and mental health issues. For more information, see <https://www.fcc.gov/consumers/guides/ten-digit-dialing>.

CC: Alan Cunningham, State Chief Information Officer