

Integrity

COMMUNICATIONS

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As of October 24, 2021, the FCC will require that all local calls must be preceded by 802 (802-658-0980 instead of 658-0980, for example). Local calls must not have a 1 preceding the 802. All toll calls, including instate toll, still must have a 1 before the area code. Examples: 1-518-555-1212, 1-802-555-1212). Toll free numbers (1-800, 1-888, etc.) will also continue to require a 1 first. Please see [Suicide Prevention Hotline | Federal Communications Commission \(fcc.gov\)](#) for more information.

Your Mitel or Inter-Tel system will probably require reprogramming. In most cases, your system is programmed to stop collecting the digits you dial after seven digits and ignore the rest, if a 1 is NOT dialed first. Without reprogramming, if you dial 802-658-0980, your telephone system will only accept 802-6580 and ignore the last three digits (980). 911, 411 and other special 3-digit numbers will process normally.

As of April 24, 2021, local numbers can include the 802 first, but it is not required until October. Your telephone system should be examined and possibly modified to function properly after October 24th. Below are actions we can take to ensure operation after the change. Any modifications will work before and after October 24th,

OPTION I

Change the telephone system to require the 802 be dialed by your users for local calls. 7-digit numbers will no longer be recognized.

OPTION II

Change the telephone system to accept either 802+seven digits for local or just seven digits dialer by your users. The telephone system will automatically add 802 to the front of seven-digit-only dialing by the user. In this option, there will be a five second delay after dialing if only seven digits are dialed.

OPTION III

Change the telephone system to always add the 802 ahead of the seven-digit local number and not allow the user to dial 802+seven digits. There will be no delay, but users CANNOT dial 802 plus seven digits.

We can perform the options listed above at a rate of \$90.00, minimum charge or a one-half hour minimum if it can be done remotely. In most cases, the programming can be done in a minimal amount of time.

Please contact us for any questions or to schedule a service call at 802-658-0980 or csr@integritycomm.com.