

UNM Sept. 15, 2021 update: The Federal Communications Commission (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. In order to support nationwide deployment of 988, 10-digit local dialing must be implemented in New Mexico for the 505 area code.

- <https://www.fcc.gov/document/fact-sheet-988-suicide-prevention-lifeline-10-digit-dialing>

UNM IT has implemented 10-digit local dialing for outbound calls in UNM phone systems in addition to 7-digit local dialing. Both local dialing options will be available until October 24, 2021. **On October 24, 2021, 7-digit local dialing will be turned off.** Please note that on-campus, 5-digit dialing from UNM to UNM numbers is unaffected by this change.

### **What does this mean for you?**

Start using the area code for all calls today, including local calls within the 505 area code. After October 24, 2021, if you do not include the area code, your call will not go through. Starting today please review and address the following so applicable processes, equipment, and programming are updated to 10-digit dialing **BEFORE October 24, 2021.**

- See **[FastInfo 7885](#)** for detailed information on updating equipment programmed to complete 7-digit dialing, updating auto-attendant options, completing local calls and effectively transitioning to 10-digit dialing. Examples of equipment that may need updating include but are not limited to life safety systems, medical monitoring devices, elevators, fax machines, credit card machines, fire or burglar alarms, and security systems or gates. If you need assistance or are unsure if this affects your equipment, please contact your vendor or equipment support center.
  - UNM IT Voice Networks will update auto attendants built in the UNM Voice Mail system.
- See **[FastInfo 2535](#)** for information on updating speed dials to 10-digit dialing. Refer to the user guide for your respective phone type.
- **Update contact information to include the area code.** Check your website, A-Z directory listing, personal and business stationery, advertising materials, contact information, and other such items to ensure the area code is included.

Please ensure that **all items have been addressed prior to 10/24/21** to prevent a disruption in service.

For assistance with UNM IT services, please contact UNM IT Customer Support Services at: (505) 277-5757. Hours of operation are Monday – Friday, 7:30 a.m. to 5 p.m. Should you need assistance with completing these updates, please note that there may be associated charges. It is recommended to request a quote via [Help.UNM](#) . General information about services rates can be found at: [FastInfo 7809](#).