

# NEW MEXICO PUBLIC REGULATION COMMISSION

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## FOR IMMEDIATE RELEASE

### NEW MEXICO MOVES TO 10-DIGIT DIALING TO SUPPORT 988 SUICIDE PREVENTION HOTLINE IMPLEMENTATION

(SANTA FE, NM—MARCH 23)— The state of New Mexico will soon move to 10-digit dialing for all telephone calls made in state. Beginning on April 24, 2021, a 10-digit permissive dialing period will begin, during which time callers should begin the practice of 10-digit dialing, but seven-digit dialed calls will still complete. On October 24, 2021, 10-digit dialing will become mandatory, and seven-digit calls will not complete after that date. An automated recording will advise callers that they need to use 10-digit dialing at that time. The Federal Communications Commission (FCC) and telecommunications carriers are working diligently to implement this process.

The reason for the change to 10-digit dialing is that, on July 16, 2022, the FCC will implement a new, three-digit number to dial for its National Suicide Prevention Hotline, which will be 988. For technical reasons, the implementation of this number will require 10-digit dialing for all in-state calls, as described above. For more information, please see the New Mexico Public Regulation Commission's website, <http://nmprc.state.nm.us>.

*The New Mexico Public Regulation Commission (PRC) regulates the [utilities](#), [telecommunications](#), and [motor carrier](#) industries to ensure fair and reasonable rates, and to assure reasonable and adequate services to the public as provided by law.*

*The NMPRC also promotes public safety through the offices of [State Fire Marshal](#), the [Firefighter Training Academy](#), [Pipeline Safety Bureau](#) and [Transportation Division](#).*

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