



Due to new Federal regulations, customers must use 10-digit dialing for local calls in select area codes.

****Hawarden HITEC customers calling to Alcester or Hudson SD.****

When will the change begin?

Beginning April 19, 2022, 10 digit dialing will be required for all local calls from a Hawarden landline to Alcester or Hudson SD. Local calls dialed with only seven digits may not be completed and a recording may indicate a call cannot be completed as dialed. If you get this recording, you must hang up and dial again using the full 10-digit number (area code with the seven-digit telephone number). Although this change is not mandated yet for 712 area code, it will apply when trying to call "locally" to numbers within the 402 and 605 area codes.

What will be the new dialing procedure?

To complete a local call to Alcester or Hudson SD, you will now need to dial area code + telephone number.

Who will be affected?

Anyone with a HITEC landline telephone number will need to make this change from 7-digit local dialing to 10-digit local dialing.

What will you need to do?

In addition to changing the way you dial local calls, all services, automatic dialing equipment, or other types of equipment that are programmed to complete calls to 7-digit local numbers to Alcester or Hudson SD will need to be reprogrammed to complete calls to 10-digit numbers.

Some examples are:

- Life safety systems or medical monitoring devices
- PBXs
- Fax machines
- Internet dial-up numbers
- Fire or burglar alarm and security systems or gates
- Speed dialers
- Mobile or other wireless phone contact lists
- Call forwarding settings, voicemail services and other similar functions.

Be sure to check your website, personal and business stationery, advertising materials, personal and business checks, contact information, your personal or pet ID tags, and other such items to ensure the area code is included.

What will remain the same?

- Your telephone number, including current area code, will not change.
- The price of a call, coverage area, or other rates and services will not change due to the dialing change.
- What is a local call now will remain a local call regardless of the number of digits dialed.
- You will continue to dial 1+ area code + telephone number for all long-distance calls.
- You can still dial just three digits to reach 711 (relay services) and 911 (emergency services).
- Any 211, 311, 411, 511, 611, or 811 services available in your community can still be reached by dialing their three-digit codes.
- The National Suicide Prevention Lifeline can still be reached by dialing 1-800-273-TALK (8255).

Who may you contact with questions?

If you have any questions regarding information provided in this notice, please call HITEC at 712-551-2565. You can also visit the FCC website at https://www.nationalnanpa.com/transition_to_10_digit_dialing_for_988/index.html