

Co-op Connection

Hamilton County Telephone Co-op

April 2021

Important Announcement for ALL Telephone Users

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, starting July 16, 2022. Customers must continue to dial 1-800-273-TALK to reach the Lifeline until July 16, 2022.

In order for 988 to work in your area code, 10-digit local dialing must first be implemented. Area code 618 had not fully implemented 10-digit local dialing, but all carriers will be required to change to this now. Even though our customers had been dialing 10-digit dialing to long distance numbers, we had not yet implemented 10-digit dialing within our exchanges.

What will be the new dialing procedure?

To complete all local calls, you will now need to dial area code + telephone number. This applies to all calls within your area code that are currently dialed with seven digits.

Who will be affected?

Anyone with a telephone number from your area code will need to make this change from 7-digit local dialing to 10-digit local dialing.

When will the change begin?

Beginning April 24, 2021, you should begin dialing 10 digits (area code + telephone number) for all local calls. If you forget and dial just 7 digits, your call will still be completed.

Beginning October 24, 2021, you must dial 10-digits (area code + telephone number) for all local calls. On and after this date, local calls dialed with only 7-digits may not be completed, and a recording will inform you that your call cannot be completed as dialed. You must hang up and dial again using the area code and the 7-digit number.

Beginning July 16, 2022, dialing "988" will route your call to National Suicide Prevention and Mental Health Crisis Lifeline.

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 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 alarms 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?

You can contact our office or you can also visit the FCC website at <https://www.fcc.gov/suicide-prevention-hotline>.

Calendar of Events:

- April 1 - April Fool's Day
- April 1 - HCTC Scholarship Deadline
- April 2 - Good Friday
Office CLOSED
- April 4 - Easter
- April 21 - Administrative Professionals Day
- April 22 - Earth Day
- April 25 - National Telephone Day

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H Hamilton County
Telephone Co-op

618-736-2211
Fax: 618-736-2616
Mon - Fri / 7:30 a.m.- 5:00 p.m.

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College Scholarships - DEADLINE Approaching

College scholarship applications for Hamilton County Telephone Foundation are available online at: www.hamiltoncom.net/foundation.php or you can request a copy from your high school guidance counselor. Deadline to submit a application is April 1, 2021. Please see application for requirements and eligibility. This is another benefit of being a Co-op Member.



2021 Hamilton County Telephone Annual Meeting Update

Covid Restrictions are starting to loosen, but we are still not yet to a place where we can announce a date for our 2021 Annual Meeting. Our hope is to still have an in person Annual Meeting this year. We will continue to update as we learn more!

Pay your bill by phone:

1-855-386-9912

Pay your bill online:

<https://hcc.smarthub.coop>



The theme of Earth Day 2021 is "Restore Our Earth." The theme is being announced after consultation with members of the world's largest network in 192 countries. Each year, EDN announces its theme for the coming year after Earth Day.

The theme is based on the emerging concept that rejects the idea that our only options to save the planet are to mitigate or adapt to the impacts of climate change and other environmental damage. Scientists, non-governmental organizations, business, and governments worldwide now are looking at natural system processes and emerging green technologies to restore the world's ecosystems and forests, conserve and rebuild soils, improve farming practices, restore wildlife populations and rid the world's oceans of plastics.

Visit: www.earthday.org for more info.

WIN \$15 OFF YOUR BILL!

Complete the following questionnaire, cut out this section and mail the completed form by April 10, 2021. Your name will be placed in a drawing for \$15 off your telephone bill with HCTC. There will be two winners in April.

1. When will 10-digit dialing will be required to complete a call? _____
2. What number can you call to pay your bill over the phone? _____
3. What day will our office be closed in April? _____
4. Beginning July 16th, what three numbers can you dial for suicide prevention? _____
5. What is the deadline to apply for an HCTC scholarship? _____

Name: _____ Telephone #: _____

*Congratulations to March's Newsletter Winners:
Dawn Allen and Harold & Nettie Bayler*

Kevin Pyle
Executive Vice President &
General Manager

Board of Directors:

647 Exchange
Steven Douglass

648 Exchange
Alan Monroe, Secretary

728 Exchange
Chris Sink, President

736 Exchange
Lemuel Gage, Vice-President

756 Exchange
Rob Kiefer, Treasurer

757 Exchange
Justin Woodrow

773 Exchange
Robert Abbott



With storm season upon us, it is always good to be prepared. Here are a couple of sites that give helpful examples of ways to get prepared for numerous disasters:

www.ready.gov

[www.redcross.org/prepare/
location/home-family/get-kit](http://www.redcross.org/prepare/location/home-family/get-kit)

Check out our website at www.hamiltoncom.net for more information about the Co-op.