

10-Digit Dialing Change Notice

What Is Changing?

Alaska is moving to a 10 digit dialing plan for all telephone calls across the state. This change necessitates several changes to the UAS phone systems to accommodate these requirements. The entire University of Alaska system must be compliant prior to October 24th.

- All outbound calls will still need to be be prefixed with 8
- All local and statewide calls must include the 907 area code
- 4-digit internal dialing will still be functional

Why Is It Changing?

In support for the National Suicide Prevention Hotline, Alaska must change to a 10 digit dial plan to prevent dialing overlaps. This new number (988) presents an overlap with Alaska's current 7-digit dialing plan, as the 988 prefix is in-use within Alaska. More information is available at [the change announcement by the Regulatory Commission of Alaska](#).

Who Will This Effect:

This will affect **all** local calls across Alaska, both on UAS campuses and everywhere else. As of October 24th, 7 digit dialing will no longer operate across all of Alaska. UAS **must** make our changes **prior** to this date.

Technicians will make the changes prior to the October 24th deadline, affecting all UAS phones across the region.

Detail About The Changes:

- UAS telephone users will need to **dial 8** to get **outside** the system.
- Local calls must be dialed with the **area code**. Alternatively, you can dial every call as long distance (e.g. 8 1 123 456 7890) and the system will automatically complete the call correctly.
- 4-digit internal dialing plans are affected by this change and can no longer be fully supported going forward. In order to prevent complex dialing rules for certain internal phone numbers, OIT recommends all internal calls be dialed as 7-digit calls.

Once Things Change, How Will I Dial Calls?

- Internal: 7-digit extension (e.g. 456 7890)
- All external calls must be prefixed with an 8
- Local: 8 + 907 + Phone Number (e.g. 8 907 456 7890)
OR 8 + 1 + 907 + Phone Number (e.g. 8 1 123 456 7890)
- Long Distance: 8 + 1 + Area Code + Phone Number (e.g. 8 1 123 456 7890)

Is There Anything Else To Be Concerned About?

- All external call forwarding and Single Number Reach will need to be updated to follow these dialing rules.
- If you have speed dials programmed, these will need to be updated to reflect the above rules
- If you have automatic dialers (e.g. fax machine), these will also need to be updated to reflect the above rules

If you have any immediate concerns, questions or issues with this transition, please contact the UAS Helpdesk (uas.helpdesk@alaska.edu or 907-796-6400).