



988 – CODE FOR NATIONAL SUICIDE PREVENTION LIFELINE

Effective July 16, 2022

Each year, thousands of Americans tragically take their own life leaving their families and friends devastated. Could the circumstances have been different if easy access to a helpline was available?

Recognizing that the resources currently in place for suicide prevention and other mental health crises can be difficult to find during a time of need, the federal government has designated 988 as the three-digit number to directly reach the National Suicide Prevention and Mental Health Crisis Lifeline.

The ability to dial 988 for easy access to potentially life-saving services will hopefully increase the effectiveness of suicide prevention efforts and ultimately save lives.

What You Need to Know

When can you begin dialing 988 for assistance?

Effective July 16, 2022, 988 can be direct dialed to reach the National Suicide Prevention and Mental Health Crisis Lifeline. Calls to 988 will be directed to 1-800-273-TALK.

How can you get help before 988 is effective?

Until 988 is effective, if you are in crisis, please call 1-800-273-TALK (8255) directly. Veterans and Service members can reach the Veterans Crisis Line by pressing 1 after dialing, chatting online at www.veteranscrisisline.net, or texting 838255.

Who is in charge of the National Suicide Prevention Lifeline?

The National Suicide Prevention Lifeline is a national network of approximately 170 local- and state-funded crisis centers. The Department of Health and Human Services' Substance Abuse and Mental Health Services Administration administers the National Suicide Prevention Lifeline, in partnership with the Department of Veterans Affairs, which manages the Veterans Crisis Line.

Will customers be notified when 988 is effective nationwide?

Yes, DTC Communications will distribute notices to remind customers of the 988 effective date

as it nears. Also, Public Service Announcements (PSAs) announcing 988 will be televised.

Who can you contact with questions?

If you have any questions regarding information provided in this notice, please call DTC Communications at 615-529-2955 or access www.DTCcom.net for more information. You can also visit the FCC website at <https://www.fcc.gov/suicide-prevention-hotline>.