



BUSINESS PHONE SYSTEM

10-Digit Dialing Compatibility Questionnaire

Starting on October 24, 2021, due to an FCC mandate for all carriers, phone calls will require the full 10-digit phone number to dial local numbers. To determine if your business phone system is compatible with 10-digit dialing, please fill out this form and return it to your GCI Account Manager.

Please note: 10-digit dialing goes into effect on October 24, 2021. If your phone system is not properly configured at this time, it will stop working. Given the high number of phone systems in Alaska that will need to be configured, *please consider starting the transition as soon as possible.*

- 1 Starting April 24th, 2021 you will be able to complete a local call with either 7 or 10 digits. *This is known as permissive dialing.* After April 24 when permissive dialing begins, please use your business phone to dial a local number using 10 digits.

Did the call go through as dialed?

If so, please remember to reprogram any call forwarding by the October 24 deadline.

If not, please fill out this form and contact us.

- 2 Who is your PBX (office desk phone) vendor? (Cisco, Allworx, Broadsoft, etc.)

- 3 Is your phone system cloud based or on premise?

Cloud based On premise

- 4 Do you have technical people on your staff who service your phone system?

Yes No

- 5 Do you have a current maintenance contract for phone system support?

Yes No

- 6 *If you do have a current maintenance contract, is it with a VAR (value-added reseller) or a vendor?*

If you are a Managed Voice customer, GCI will reprogram your Managed Voice lines for you. There is no action required on your part. If you have questions about your existing Managed Voice service, please call: (833) 844-4242 / (907) 646-4242 or email at bts@gci.com.

If you have additional lines using a different phone system, you will still need to reprogram those lines.

To learn more about how 10 Digit Dialing impacts security systems and fire alarms in office buildings, please visit www.gci.com/10digitdialing.