



OFFICE OF UTILITIES REGULATION
Regulating Utilities for the Benefit of All

PUBLIC NOTICE

MANDATORY 10-DIGIT DIALLING

NOW IN EFFECT - MARCH 31, 2019

The Office of Utilities Regulation (OUR) is responsible, under the Telecommunications Act, for the overall numbering of telecommunications services in Jamaica and to ensure that sufficient telephone numbers are available to satisfy the needs of telecommunications carriers and service providers.

Accordingly, and pursuant to its **Determination Notice: Relief Implementation for NPA (Area Code) 876 (Document No. 2014/TEL/011/DET.003)**, the OUR introduced an additional area code, **658**, to supplement the supply of telephone numbers provided under the existing area code 876. The introduction of the new area code makes it mandatory to dial 10 digits for all local calls.

To facilitate the transition from 7-digit to 10-digit dialling, the OUR defined a permissive dialling period during which both 7 digits and 10 digits may be dialled to complete telephone calls. Permissive dialling ended on **March 30, 2019**.

Callers must now dial 10 digits, i.e. the area code + the 7-digit telephone number, to successfully place a local call. All alarms, safety systems, PBX's, fax machines, speed diallers, auto-diallers, calling lists, and out-dialling lists on computers etc., which are equipped for, or facilitate outward calling, should have been updated where necessary, during the permissive dialling period to accommodate the dialling change.

This Notice serves to inform the public that mandatory 10-digit dialling is now in effect, and that all domestic calls dialled with 7 digits will be routed to a recorded announcement advising the caller to hang up and redial using the area code + the 7 digits of the number being called. Mandatory 10-digit dialling is not intended to alter or replace any existing special arrangements or agreements that customers have with their service providers for the handling or treatment of incoming calls.

Telecommunication providers are responsible for the implementation of the new dialling arrangements on their individual networks. Customers who experience difficulties should contact their individual service providers for assistance.

The OUR wishes to advise customers that they will not incur any additional charges as a result of these new mandatory dialling arrangements.

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