

ALERT: Issues with direct dial numbers and dialing out on the MCC Phone System!

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To: MCC - All <MCC-ALL@MOHAVE.EDU>

Dear MCC Community,

Currently there is an issue with some users and some phone numbers being unable to dial out from the MCC phone system. This issue is NOT related to the new phone system. It *is* related to the FCC ten digit dialing requirements that are affecting 82 area codes in 35 states. The ten digit dialing requirement is to allow the use of "988" to connect callers to the Suicide Prevention hotline. More information can be found on the FCC's website here:

<https://www.fcc.gov/consumers/guides/ten-digit-dialing>

The college has no way to address this issue from a technical perspective – we are entirely at the mercy of our current phone provider getting the programming and setup done for 10 digit dialing in Mohave County. The IT team has been in contact with that provider and is working to get this problem resolved as quickly as possible. *Transitioning to the new 8x8 phone system will allow you to dial out, but please keep in mind that direct dial numbers are still being transitioned and that you might be without your direct dial number for up to three weeks.* Again, this is a situation that we cannot address technically – the FCC and former phone provider must transition those numbers. We are working to resolve this as quickly as we can and will update the community as things change. It is unfortunate that this happened around the same time that our IT staff is working so hard to transition to the new phone system but we will do our best to get things back to normal as quickly as possible.

If you have any questions please reach out to me or contact Byran McGill, our phone administrator, via the ticketing system or e-mail bmcgill@mohave.edu.

Thanks,
Mark



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Community
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Vision: Improving lives. Improving communities. Bridging possibility to purpose and prosperity.