



Spectrum Implements New Procedure For 988 Dialing In Illinois

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ALTON - Spectrum today announced it has implemented mandatory 10-digit dialing for Spectrum Voice[®] customers and Spectrum Business Voice clients in Illinois. The new 10-digit dialing, required by the Federal Communications Commission (FCC), allows for the July 16 launch of 988 as the nationwide three-digit phone number for the National Suicide Prevention Lifeline. To facilitate this launch, area codes using 988 as the first three digits of a seven-digit phone number must transition to 10-digit dialing.

The change requires customers to dial the area code followed by the seven-digit phone number in order for local calls to be completed. Additionally, important safety and security equipment, such as medical alert devices and alarm systems should be programmed to use 10-digit dialing. Beginning July 16, dialing 988 will automatically route calls to the National Suicide Prevention Lifeline. Prior to the launch, customers must continue to dial 1-800-273-8255 to reach the hotline.

The new dialing procedure is the result of an FCC order approving 988 as the three-digit abbreviated dialing code to reach the National Suicide Prevention Lifeline. In order for 988 to operate correctly, Spectrum customers in the 618 area code have been fully transitioned to 10-digit dialing for local calls.

More information on this change and the National Suicide Prevention Lifeline can be found on the [FCC Website](#).

About Spectrum

Spectrum is a suite of advanced communications services offered by Charter Communications, Inc. (NASDAQ:CHTR), a leading broadband connectivity company and cable operator serving more than 32 million customers in 41 states. Over an advanced communications network, the company offers a full range of state-of-the-art residential and business services including Spectrum Internet®, TV, Mobile and Voice.

For small and medium-sized companies, Spectrum Business® delivers the same suite of broadband products and services coupled with special features and applications to enhance productivity, while for larger businesses and government entities, Spectrum Enterprise provides highly customized, fiber-based solutions. Spectrum Reach® delivers tailored advertising and production for the modern media landscape. The company also distributes award-winning news coverage, sports and high-quality original programming to its customers through Spectrum Networks and Spectrum Originals. More information about Charter can be found at corporate.charter.com.