



925 or 695 when Calling Warren County?

In the old days we had (513) 261, (937) 425, (513) 925, and (513) 695 to reduce long distance when calling the government offices. Since the days of long distance, we have eliminated many prefixes to save confusion and money.

- (513) 261 was local from Middletown
- (937) 425 was local from Franklin, Springboro, and Dayton
- (513) 925 was local from southern Mason, Loveland, Cincinnati

TODAY: (513) 695 is our local Lebanon number and the number that you should call when trying to reach Warren County offices. It's designed to fail over automatically to our backup system in Indianapolis in the event of a cable cut, storm damage, or our provider's facility failure. We even use different fiber companies for our connections to Cincinnati and Indy to keep the service robust. 695 is designed to handle over 200 simultaneous calls. (513) 925 is a backup in the unlikely event that (513) 695 goes down. 925 is not designed with the safeguards that 695 and can only handle 46 simultaneous calls.

Mandatory 10-digit Dialing Effective October 24, 2021

Why is the local dialing plan changing?

On July 16, 2020, the FCC adopted an Order (FCC 20-100) approving 988 as the 3-digit abbreviated dialing code to reach the National Suicide Prevention Lifeline, starting July 16, 2022. For 988 to work in the Ohio 440 and 513 area codes, 10-digit local dialing must first be implemented because they have 988 prefixes.

What will be the new dialing procedure?

All local calls in the entire 513 area code that are currently dialed with 7 digits will need to be dialed using the area code + telephone number.

How does this affect providers of PSAP services and equipment?

All PSAP equipment, such as speed dialers and call forwarding equipment with a number from the 513 area code and programmed to dial only 7 digits must be updated or reprogrammed to dial 10 digits (area code + telephone number) for all local calls in the 513 area code. Such updates or reprogramming must occur by October 24, 2021. On and after October 24, 2021, 7-digit calls may not be completed.

Your Old Flip Phone Won't Call 9-1-1 Soon!

Millions of people across the country could soon find reaching 911 a challenge as cell phone providers are phasing out 2G and 3G service in 2022 to make space for 5G. This means older cell phones and medical alert devices won't work. Don't be duped by online retailers still selling 2G & 3G devices! Help spread the word, especially to our senior population as many have inactivated cell phones in their restrooms or on their walker in case of an emergency.