



**Number:** PL-565  
**Date:** September 1, 2021  
**Subject:** NPA 472 and 910 All-Services Overlay (North Carolina)  
**Related Previous Planning Letters:** 556, 544

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### General Description

On June 25, 2021 the North Carolina Utilities Commission in Docket No. P-100, Sub 137D, approved an all-services distributed overlay as the relief method for the 910 NPA. The 910 NPA currently serves southeastern North Carolina including the cities of Fayetteville, Jacksonville, Lumberton, Wilmington, and the military installation of Fort Bragg, within the counties of Cumberland, Onslow, Robeson, and New Hanover. The new 472 NPA will serve the same geographic area currently served by the existing 910 NPA. Additionally, the order specifies that central office codes in the 472 NPA will be available for assignment only when all assignable central office codes in the 910 NPA have all been exhausted.

### Implementation of Relief Plan

Implementation of the 910/472 NPA overlay is as follows:

	Time	Date
Network preparation and customer education begins	NA	May 28, 2022
Network preparation and customer education period ends	NA	January 28, 2023
Earliest new 472 central office code activation date*	-	February 28, 2023
Earliest date central office codes in the new 472 NPA may be ordered through NANPA**	-	December 24, 2022

\* In service Date of the New 472 NPA Overlay

\*\* Central office codes in the 472 NPA available only when all assignable central office codes in the 910 NPA are assigned.

### Central Office Code Listings and NPA Maps

A rate center map of the 910/472 NPA overlay is attached. Since NXX information may change over time, please consult the NANPA website at [www.nanpa.com](http://www.nanpa.com), iconectiv's LERG Routing Guide or the NPA NXX Activity Guide for updated information. Information in the LERG Routing Guide and NPA NXX Activity Guide is available by license contract from Telecom Routing Administration, at 732-699-6700.

## Dialing Plan

The dialing plan for the 910/472 NPA overlay is as follows:

Type of call	Call terminating in	Dialing plan
Local call	Home NPA (HNPA) or Foreign NPA (FNPA) (including Extended Area Service (EAS) calls)	10-digits (NPA-NXX-XXXX)*
Toll call	HNPA or FNPA	1 + 10-digits (1 + NPA-NXX-XXXX)
Operator Services Credit card, collect, third party	HNPA or FNPA	0 + 10-digits (0 + NPA-NXX-XXXX)

\*1+10 digit permissible at each service provider's discretion

## Network Testing

All international and domestic carriers should ensure that the new 472 NPA has been activated throughout their networks prior to February 28, 2023. The test number to verify the routing to the 472 NPA will be in service beginning November 28, 2022 through March 28, 2023. The test number to verify the routing to the 472 NPA is: 472-472-1472. A recorded announcement will indicate the test call has been successfully completed.

## General Information

The information in this planning letter reflects detailed information about NPA relief activities. The information has been derived from commission orders and from industry implementation decisions. The implementation of the plan described in this letter is the responsibility of individual service providers, and NANPA does not guarantee that the activities and plans will occur exactly as described herein.

## Contact Information

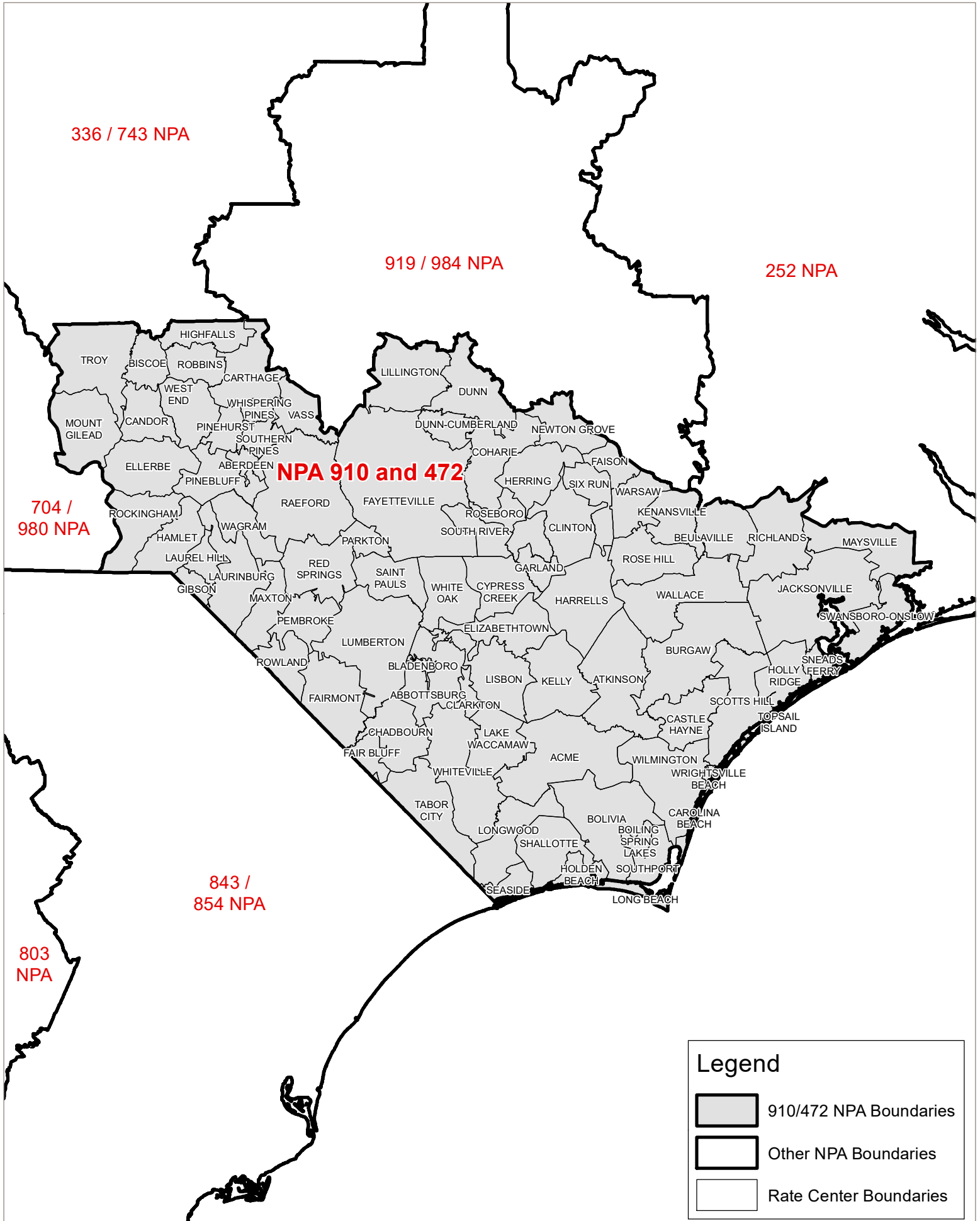
General questions regarding the relief of the NPA 910/472 NPA should be directed to Heidi Wayman – NANPA, on 571-363-3824. Questions of a technical nature should be directed to the NPA coordinator of the appropriate service provider.

Attached is a list of service provider and contact information that is provided to assist in the implementation of the relief plan described herein. Because this information is subject to change, NANPA cannot guarantee the completeness or the accuracy of the attached list.

SERVICE PROVIDER CONTACTS:

NAME	COMPANY	TELEPHONE	E-MAIL
Deborah Anstead	Altice (CSC Wireless)	516-803-6232	<a href="mailto:Deborah.Anstead@AlticeUSA.com">Deborah.Anstead@AlticeUSA.com</a>
Sharon Poer	AT&T	256-744-7105	<a href="mailto:sharon.poer@att.com">sharon.poer@att.com</a>
Jeffery Stutts	Atlantic Telephone Membership Corporation	910-755-1661	<a href="mailto:jstutts@atmc.com">jstutts@atmc.com</a>
Keith Hughes	Atlantic Telecom Multimedia Consolidated	910-755-1782	<a href="mailto:khughes@atmc.com">khughes@atmc.com</a>
Angela Gore	Atlantic Telecom Multimedia Consolidated	910-755-1786	<a href="mailto:agore@atmc.com">agore@atmc.com</a>
Angela Munna	Atlantic Telecom Multimedia Consolidated	910-755-1630	<a href="mailto:amunna@atmc.com">amunna@atmc.com</a>
Robert Brezina	Bandwidth.Com	919-297-1072	<a href="mailto:rbrezina@bandwidth.com">rbrezina@bandwidth.com</a> and <a href="mailto:codeadmin@bandwidth.com">codeadmin@bandwidth.com</a>
Jeffrey Herman	Boost Mobile	913-488-9161	<a href="mailto:Jeffrey.herman@dish.com">Jeffrey.herman@dish.com</a>
Phoua Xiong	Brightlink Communications	404-334-1172	<a href="mailto:Phoua.xiong@brightlink.com">Phoua.xiong@brightlink.com</a>
Rita Schmitz	CenturyLink	608-796-5600	<a href="mailto:Rita.schmitz@centurylink.com">Rita.schmitz@centurylink.com</a>
Kathy Troughton	Charter Fiberlink	314-394-9856	<a href="mailto:kathy.troughton@charter.com">kathy.troughton@charter.com</a>
Sam Shiffman	Commio	737-867-5000	<a href="mailto:sam@gocommio.com">sam@gocommio.com</a>
Christina Call	Ellerbe Telephone	336-973-6131	<a href="mailto:christinacall@myriverstreet.net">christinacall@myriverstreet.net</a>
Mike Lynch	Frontier	813-483-4414	<a href="mailto:Michael.lynch@ftr.com">Michael.lynch@ftr.com</a>
Susan Miller	Frontier	919-941-3411	<a href="mailto:Susan.miller@ftr.com">Susan.miller@ftr.com</a>
Michael Crown	Fractel	321-499-1001	<a href="mailto:mike@fractel.net">mike@fractel.net</a>
Marilyn Millender	HD Carrier	716-832-9848	<a href="mailto:info@quadtelecomconsulting.com">info@quadtelecomconsulting.com</a>
Joani O'Neill	Onvoy (Inteliquent, Radiant IQ)	406-496-6522	<a href="mailto:joani.oneill@inteliquent.com">joani.oneill@inteliquent.com</a>
Bryan Bethea	Onvoy (Inteliquent, Radiant IQ)	312-380-4549	<a href="mailto:Bryan.bethea@inteliquent.com">Bryan.bethea@inteliquent.com</a>
Paul Belote	Onvoy (Inteliquent, Radiant IQ)	202-900-1297	<a href="mailto:paul.belote@inteliquent.com">paul.belote@inteliquent.com</a>
Jami Perez	Peerless	312-766-1524	<a href="mailto:jperez@peerlessnetwork.com">jperez@peerlessnetwork.com</a>
Gary Smith	Randolph Telephone Membership Corporation (Randolph Telephone Telecommunications)	336-879-7977	<a href="mailto:gsmith@rtmc.coop">gsmith@rtmc.coop</a>
Stephanie Gee	Randolph Telephone Membership Corporation (Randolph Telephone Telecommunications)	336-879-7964	<a href="mailto:sgee@rtmc.coop">sgee@rtmc.coop</a>
Lynn LaPrade	Ready Telecom	336-610-3001	<a href="mailto:lynnlaprade@readytelecom.com">lynnlaprade@readytelecom.com</a>
Paul Thompson	Ring Central (RCLEC)	720-863-7783	<a href="mailto:paul.thompson@ringcentral.com">paul.thompson@ringcentral.com</a>
Roger Schroppe	South Carolina Net	803-726-4063	<a href="mailto:roger.schroppe@segra.com">roger.schroppe@segra.com</a>

Meredith McCullen	Star Telephone Membership Corporation (Starvision)	910-564-7831	<a href="mailto:mmcullen@stmc.net">mmcullen@stmc.net</a>
Karen Riepenkroger	T-Mobile	913-315-8546	<a href="mailto:Karen.S.Riepenkroger@T-mobile.com">Karen.S.Riepenkroger@T-mobile.com</a>
Shaunna Forshee	T-Mobile	913-315-9108	<a href="mailto:Shaunna.L.Forshee@T-mobile.com">Shaunna.L.Forshee@T-mobile.com</a>
Troy Guichard	T-Mobile	972-464-3694	<a href="mailto:Troy.Guichard@T-Mobile.com">Troy.Guichard@T-Mobile.com</a>
Becky Jefferson	T-Mobile	813-830-5542	<a href="mailto:Rebecca.Jefferson@T-mobile.com">Rebecca.Jefferson@T-mobile.com</a>
Anne Chism	TDS	608-824-0266	<a href="mailto:Anne.chism@tdstelecom.com">Anne.chism@tdstelecom.com</a>
Paul Nejedlo	TDS	608-664-4659	<a href="mailto:Paul.nejedlo@tdstelecom.com">Paul.nejedlo@tdstelecom.com</a>
Sarah Halko	Telnyx	312-270-8124	<a href="mailto:sarah@telnyx.com">sarah@telnyx.com</a>
Fernando de Moura	Telnyx	888-980-9750	<a href="mailto:fernandom@telnyx.com">fernandom@telnyx.com</a>
Prakhar Mishra	Telnyx	312-945-7420	<a href="mailto:prakhar@telnyx.com">prakhar@telnyx.com</a>
Henry Pfeiffer	Ton80 Communications	864-906-4634	<a href="mailto:henry@ton80com.com">henry@ton80com.com</a>
Nick Olsen	Terra Nova	321-428-8880	<a href="mailto:nick@tntelecom.net">nick@tntelecom.net</a>
Melissa Blassingame	Twilio	512-623-0512	<a href="mailto:mblassingame@twilio.com">mblassingame@twilio.com</a>
Melissa Schwickerath	United States Cellular	773-399-4118	<a href="mailto:melissa.schwickerath@uscellular.com">melissa.schwickerath@uscellular.com</a>
Craig Wilkins	USA Mobility	972-801-0207	<a href="mailto:craig.wilkins@spok.com">craig.wilkins@spok.com</a>
Chanda Brown	Verizon	908-559-2339	<a href="mailto:Chanda.brown@verizon.com">Chanda.brown@verizon.com</a>
Laura Dalton	Verizon	914-821-9686	<a href="mailto:Laura.r.Dalton@verizon.com">Laura.r.Dalton@verizon.com</a>
Dana Crandall	Verizon Wireless	682-831-3662	<a href="mailto:Dana.crandall@verizonwireless.com">Dana.crandall@verizonwireless.com</a>
Michael Ortega	Vonage Network	703-304-8288	<a href="mailto:michael.ortega@vonage.com">michael.ortega@vonage.com</a>
Michell Bowyer	Windstream	864-672-5333	<a href="mailto:michelle.bowyer@windstream.com">michelle.bowyer@windstream.com</a>
Scott Terry	Windstream	501-748-5397	<a href="mailto:scott.a.terry@windstream.com">scott.a.terry@windstream.com</a>
Bob Salvo	YMAX	908-806-2784	<a href="mailto:bob.salvo@ymaxcorp.com">bob.salvo@ymaxcorp.com</a>



**Legend**

- 910/472 NPA Boundaries
- Other NPA Boundaries
- Rate Center Boundaries