



**Number:** PL-582  
**Date:** February 18, 2022  
**Subject:** NPA 728 and 561 All-Services Overlay (Florida)  
**Related Previous Planning Letters:** 556, 544, 311, 171, IL96/02-004

---

### General Description

On January 4, 2022, the Florida Public Service Commission (Commission), in Docket No. 20210168-TP, approved an all-services overlay over the 561 NPA. The 561 NPA serves the larger cities of Palm Beach, Boca Raton, Wellington, Boynton Beach, Jupiter, Delray Beach, Belle Glade and other smaller communities. The new **728 NPA** will serve the same geographic area currently served by the existing 561 NPA. Additionally, central office codes in the 728 NPA will be available for assignment only when all assignable prefixes in the 561 NPA have been assigned.

### Implementation of Relief Plan

Implementation of the 561/728 NPA overlay is as follows:

	Time	Date
Carriers to enforce mandatory 10-digit dialing*	NA	October 24, 2021 – July 15, 2022
Network preparation and customer education begins	NA	June 10, 2022
Network preparation and customer education period ends	NA	March 10, 2023
Earliest new 728 central office code activation date**	-	March 10, 2023
Earliest date central office codes in the new 728 NPA may be ordered through NANPA***	-	January 3, 2023

\* Carriers to enforce mandatory 10-digit dialing no earlier than October 24, 2021 and no later than July 15, 2022 (See [PL-556](#)). Customers have already been educated that mandatory 10-digit dialing started on October 24, 2021.

\*\*In service Date of the New 728 NPA Overlay

\*\*\* CO codes in the 728 NPA are available only when all assignable CO codes in the 561 NPA are assigned.

### Central Office Code Listings and NPA Maps

A rate center map of the 561/728 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 561/728 NPA overlay is as follows:

Type of call	Call terminating in	Dialing plan
Local calls	Home NPA (HNPA) or Foreign NPA (FNPA) (including Extended Area Service (EAS) calls)	10-digits (NPA-NXX-XXXX) *
Toll calls	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 permissive dialing at service provider's discretion

## Network Testing

All international and domestic carriers should ensure that the new 728 NPA has been activated throughout their networks prior to March 10, 2023. The test number to verify the routing to the 728 NPA will be in service beginning December 10, 2022, through April 10, 2023. The test number to verify the routing to the 728 NPA is: 728-728-1728. 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 561 NPA should be directed to Cecilia McCabe – NANPA, on 925-420-0130. 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
Frank Diaz	ABC Paging City Beepers	305-220-6979	<a href="mailto:albert@abcpaging.net">albert@abcpaging.net</a>
Roseann Kendall	Airus	312-878-4160	<a href="mailto:rkendall@airustel.com">rkendall@airustel.com</a>
Norman Lee	American Messaging Services	972-353-1835	<a href="mailto:norman.lee@americanmessaging.net">norman.lee@americanmessaging.net</a>
Sharon Poer	AT&T – Local / AT&T Corp. / Teleport Communications America	256-744-7105	<a href="mailto:sharon.poer@att.com">sharon.poer@att.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>
Harold Barr	Barr Tell USA	516-708-0111	<a href="mailto:hb@bartell.com">hb@bartell.com</a>
Sharon Poer	Bellsouth Telecom INC DBA Southern Bell Tel & Tel	256-744-7105	<a href="mailto:sharon.poer@att.com">sharon.poer@att.com</a>
Jeffrey Herman	Boost Mobile	913-488-9161	<a href="mailto:jeffrey.herman@dish.com">jeffrey.herman@dish.com</a>
Dana Crandall	Cellco Partnership DBA Verizon Wireless	682-831-3662	<a href="mailto:dana.crandall@verizonwireless.com">dana.crandall@verizonwireless.com</a>
Rita Schmitz	CenturyLink Communications (Lumen) / Global Crossing Local Services	608-796-5600	<a href="mailto:rita.schmitz@lumen.com">rita.schmitz@lumen.com</a>
Dale Holcombe	CenturyLink Communications (Lumen) / Global Crossing Local Services	984-237-1301	<a href="mailto:dale.g.holcombe@lumen.com">dale.g.holcombe@lumen.com</a>
Bryan Medina	Comcast Phone /Comcast IP Phone	303-372-1313	<a href="mailto:Bryan_Medina@cable.comcast.com">Bryan_Medina@cable.comcast.com</a>
Margaret Reynolds	Commio	984-203-8838	<a href="mailto:Meghan@commio.com">Meghan@commio.com</a>
Sam Shiffman	Commio	737-867-5001	<a href="mailto:sam@gocommio.com">sam@gocommio.com</a>
Glenn Dalgliesh	Coretel Florida	443-912-1000	<a href="mailto:glenn@ton80com.com">glenn@ton80com.com</a>
Bret Mingo	Coretel Florida	202-437-5219	<a href="mailto:bret@coretel.net">bret@coretel.net</a>
Steve Matlock	DigitalIPVoice	480-962-3890	<a href="mailto:smatlock@prescott-clearwater.com">smatlock@prescott-clearwater.com</a>
Javier Aguirre	DSL Internet Corporation / Optical Telecommunications	786-281-0507	<a href="mailto:jaguirre@opticaltel.com">jaguirre@opticaltel.com</a>
Michael Crown	Fractel	321-499-1001	<a href="mailto:mike@fractel.net">mike@fractel.net</a> and <a href="mailto:pooling@fractel.net">pooling@fractel.net</a>
Kim Campbell	Fusion Communications	478-405-3832	<a href="mailto:kim.Campbell@fusionconnect.com">kim.Campbell@fusionconnect.com</a>
Scott Southron	HD Carrier	725-333-1010	<a href="mailto:scott@hdcarrier.com">scott@hdcarrier.com</a>
Patty Mongeau	IDT America Corp	973-438-2406	<a href="mailto:Patty.Mongeau@net2phone.com">Patty.Mongeau@net2phone.com</a>
Harold Barr	Integrated Path Communications	516 708-0111	<a href="mailto:hb@ipclec.com">hb@ipclec.com</a>
Debra Wymore	Intrado Communications	469-727-1636	<a href="mailto:dlwymore@intrado.com">dlwymore@intrado.com</a>
Tim Meade	Invoxio Incorporated	239-990-0010	<a href="mailto:tim@invoxio.com">tim@invoxio.com</a>
Douglas Osborne	IP Horizon / Local Access	570-709-5525	<a href="mailto:dosborne@iphorizon.com">dosborne@iphorizon.com</a>
Rudy Hernandez	ITS Fiber, LLC	772-597-2509	<a href="mailto:rhernandez@bluestreamfiber.com">rhernandez@bluestreamfiber.com</a>

Rita Schmitz	Level 3 Communications / Level 3 Telecom	608-796-5600	<a href="mailto:rita.schmitz@lumen.com">rita.schmitz@lumen.com</a>
Dale Holcombe	Level 3 Communications / Level 3 Telecom	984-237-1301	<a href="mailto:dale.g.holcombe@lumen.com">dale.g.holcombe@lumen.com</a>
Sharon Poer	New Cingular Wireless	256-744-7105	<a href="mailto:sharon.poer@att.com">sharon.poer@att.com</a>
Joani O'Neill	Onvoy / Onvoy Spectrum (RadiantIQ)	406-496-6522	<a href="mailto:joani.oneill@inteliquent.com">joani.oneill@inteliquent.com</a>
Paul Belote	Onvoy / Onvoy Spectrum (RadiantIQ)	202-900-1297	<a href="mailto:paul.belote@inteliquent.com">paul.belote@inteliquent.com</a>
Bryan Bethea	Onvoy / Onvoy Spectrum (RadiantIQ)	312-380-4549	<a href="mailto:bryan.bethea@inteliquent.com">bryan.bethea@inteliquent.com</a>
Jami Perez	Peerless Network of Ohio / WaveNation	312-766-1524	<a href="mailto:jperez@peerlessnetwork.com">jperez@peerlessnetwork.com</a>
Paul Thompson	RCLEC	720-863-7783	<a href="mailto:paul.thompson@ringcentral.com">paul.thompson@ringcentral.com</a>
Edward Amadeo	RCLEC	650-513-2564	<a href="mailto:Edward.Amadeo@ringcentral.com">Edward.Amadeo@ringcentral.com</a>
Harold Barr	Right Call	516-708-0111	<a href="mailto:hb@rightcall.us">hb@rightcall.us</a>
Karen Riepenkroger	T-Mobile / Metro PCS / Omnipoint	913-315-8546	<a href="mailto:karen.s.ripenkroger@t-mobile.com">karen.s.ripenkroger@t-mobile.com</a>
Shaunna Forshee	T-Mobile / Metro PCS / Omnipoint	913-315-9108	<a href="mailto:shaunna.l.forshee@T-Mobile.com">shaunna.l.forshee@T-Mobile.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>
Tessa Whiteside	Telnyx	312-270-8238	<a href="mailto:tessa@telnyx.com">tessa@telnyx.com</a>
Nick Olsen	Terra Nova Telecom	321-428-8880	<a href="mailto:nick@tntelecom.net">nick@tntelecom.net</a>
Glenn Dalglish	Ton80 Communications	443-912-1000	<a href="mailto:glenn@ton80com.com">glenn@ton80com.com</a>
Bret Mingo	Ton80 Communications	202-437-5219	<a href="mailto:bret@coretel.net">bret@coretel.net</a>
Allyson Blevins	Twilio	314-789-0272	<a href="mailto:ablevins@twilio.com">ablevins@twilio.com</a>
Craig Wilkins	USA Mobility Wireless	972-801-0207	<a href="mailto:craig.wilkins@spok.com">craig.wilkins@spok.com</a>
Laura Dalton	Verizon / MCIMetro	914-821-9686	<a href="mailto:laura.r.dalton@verizon.com">laura.r.dalton@verizon.com</a>
Chanda Brown	Verizon / MCIMetro	908-559-2339	<a href="mailto:chanda.brown@verizon.com">chanda.brown@verizon.com</a>
Kelly Faul	Verizon / XO	202-920-5329	<a href="mailto:kelly.faul@verizon.com">kelly.faul@verizon.com</a>
Cameron Nutter	VOIP Innovations	412-326-3019	<a href="mailto:cameronn@voipinnovations.com">cameronn@voipinnovations.com</a>
Michael Ortega	Vonage America	703-304-8288	<a href="mailto:michael.ortega@vonage.com">michael.ortega@vonage.com</a>
Spencer Thomason	WhiteSky Communications	310- 974-8744	<a href="mailto:spencer@whitesky.us">spencer@whitesky.us</a>
Erla Erlingsdottir	Wide Voice	702-913-1084	<a href="mailto:erlae@widevoice.com">erlae@widevoice.com</a>
Tandy DeCosta	Wide Voice	702-913-1078	<a href="mailto:tdecosta@widevoice.com">tdecosta@widevoice.com</a>
Scott Terry	Windstream Nuvox / Deltacom / Paetec Communications / US LEC	501-748-5397	<a href="mailto:scott.a.terry@windstream.com">scott.a.terry@windstream.com</a>
Ed Webber	Windstream Nuvox / Deltacom / Paetec Communications / US LEC	585-340-2854	<a href="mailto:edward.webber@windstream.com">edward.webber@windstream.com</a>
Bob Salvo	YMAX Communications Corp	908-806-2784	<a href="mailto:bob.salvo@ymaxcorp.com">bob.salvo@ymaxcorp.com</a>

# Florida 561/728 NPA Overlay Rate Center Map

