Number: PL-641
Date: November 10, 2026
Subject: NPA 451 and 828 All-Services Overlay (North Carolina)
Related Previous Planning Letters: 114, 105

General Description

On September 8, 2026, the North Carolina Utilities Commission (Commission), in Docket No. P-100, SUB 137E, issued an order approving an all-services distributed overlay over the 828 NPA. The 828 NPA serves Asheville, Boone, Hendersonville, Hickory, Lenoir, Morganton, Newton, Waynesville and many other communities. The new **451 NPA** will serve the same geographic area currently served by the existing 828 NPA. Additionally, Central Office (CO) codes in the 451 NPA will be available for assignment only when all assignable prefixes in the 828 NPA have been assigned. The 828-828 NXX will be released as an assignable CO code after the new 451 NPA in-service date.

Implementation of Relief Plan

Implementation of the 828/451 NPA overlay is as follows:

	Date
Initial Quarterly Report Due to the Commission	March 1, 2027
Network preparation and customer education begins	August 24, 2027
Start of permissive 10-digit dialing	February 24, 2028
End of permissive dialing and start of mandatory 10-digit dialing	August 24, 2028
Earliest date CO codes in the new 451 NPA may be ordered through NANPA*	July 24, 2028
Earliest new 451 NPA CO code activation date**	September 21, 2028
Final Quarterly Report Due to the Commission	October 21, 2028

*CO codes in the 451 NPA will not be assigned until all available CO codes in the 828 NPA are assigned.
**In-service date of the new 451 NPA

Central Office Code Listings and NPA Maps

A rate center map of the 828/451 NPA overlay is attached. Since NXX information may change over time, please consult the NANPA website at 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 828/451 NPAs will be as follows:

Type of Call	Call Terminating in	Dialing Plan
Local Call	Home NPA (HNPA) and Foreign NPA (FNPA)	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 local dialing permissible at each service provider's discretion

Network Testing

All international and domestic carriers should ensure that the new 451 NPA has been activated throughout their networks prior to September 21, 2028. The test number to verify the routing to the 451 NPA will be in service beginning June 21, 2028, through October 21, 2028. The test number to verify the routing to the 451 NPA is: 451-451-1451. 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 828 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.

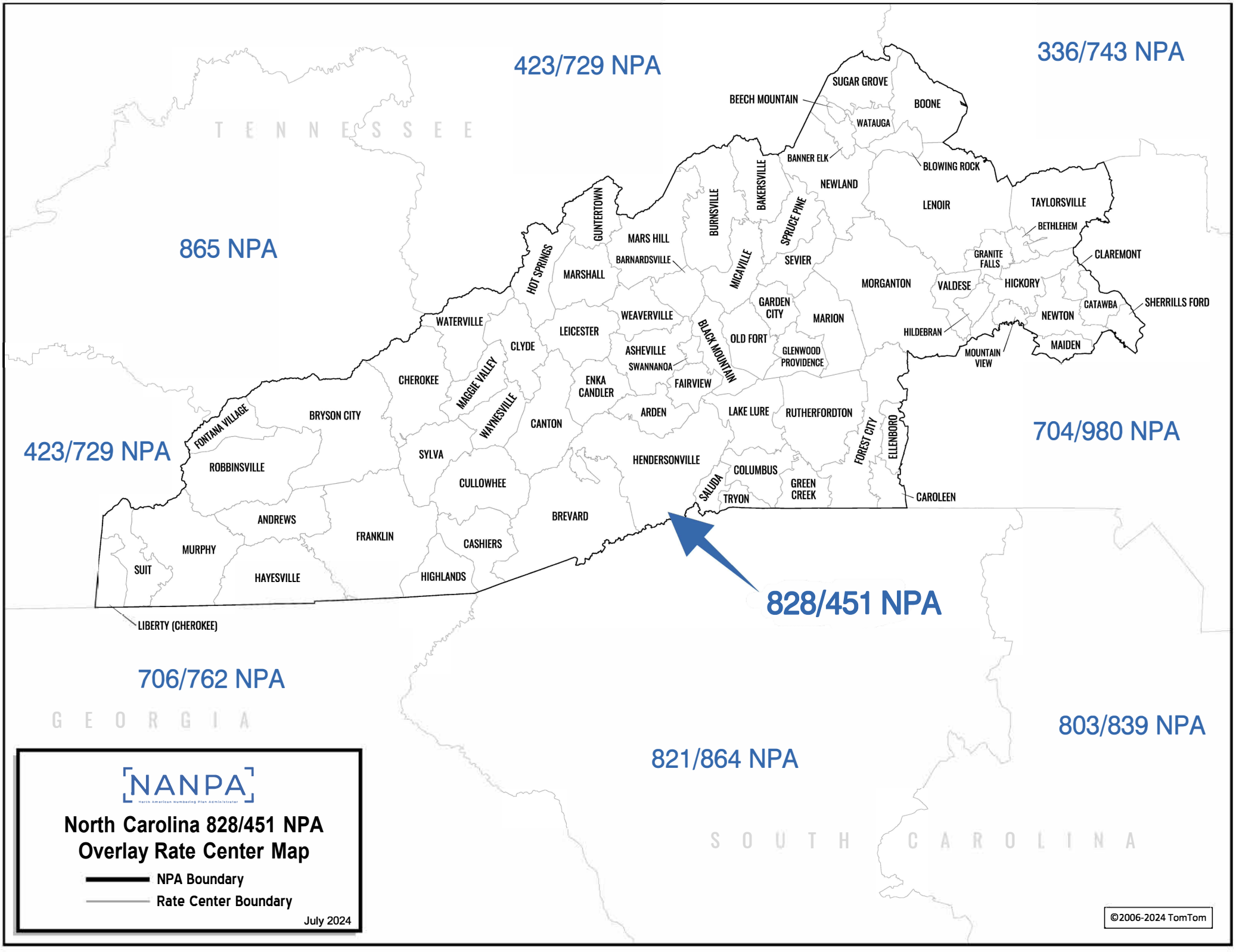
Attached is a list of service provider and contact information that is provided to assist in the implementation of the relief plan described herein. Because this information is subject to change, NANPA cannot guarantee the completeness or the accuracy of the attached list.

SERVICE PROVIDER CONTACTS:

COMPANY	NAME	TELEPHONE	E-MAIL
AT&T Enterprises / AT&T Local / Bellsouth Telecomm Inc dba South Central Bell Telegraph & Telephone / Bellsouth Telecomm Inc dba South Central Bell Telephone / New Cingular Wireless / Teleport Communications America	Patty Berris	925-486-8697	pb1986@att.com
BalsamWest Fibernet	Lester Brackett	828-339-2956	lbrackett@balsamwest.net
Bandwidth.Com CLEC	Brian Condra	737-206-7796	bcondra@bandwidth.com
Bandwidth.Com CLEC	Desiree Apodaca	919-275-5543	dapodaca@bandwidth.com
Bandwidth.Com CLEC	Kathan Bender	855-864-7776	kbender@bandwidth.com
Bernardsville Telephone Company / RiverStreet Communications of North Carolina / Saluda Mountain Telephone	Heather Berrier	336-973-0488	heatherberrier@myriverstreet.net
Bernardsville Telephone Company / RiverStreet Communications of North Carolina / Saluda Mountain Telephone	Angela Summers	336-973-0154	angelasummers@myriverstreet.net
Boost SubscriberCo L.L.C	Kathy Rogers	303-706-5134	kathy.rogers@dish.com
Boost SubscriberCo L.L.C	Melinda Yost	720-341-0182	melinda.yost@dish.com
Boost SubscriberCo L.L.C	Daniel Bowlin	303-706-4072	daniel.bowlin@dish.com
Boost SubscriberCo L.L.C	Lakshmi Gopisetti	856-313-7022	lakshmi.gopisetti@dish.com
Boost SubscriberCo L.L.C	Paul Belote	804-245-6838	paul.belote@dish.com
Brightspeed of North Carolina	Dale Holcombe	980-376-1581	Dale.g.holcombe@brightspeed.com
Carolina West Wireless	Paul Feldmann	336-705-8592	paulf@carolinawest.com
Cellco Partnership dba Verizon Wireless	Sharon Pistachio	412-977-2779	Sharon.pistachio@verizonwireless.com
Cellco Partnership dba Verizon Wireless	Elizabeth Ward	412-312-9087	elizabeth.ward2@verizonwireless.com
CenturyLink Communications / Level 3 Communications / Level 3 Telecom of North Carolina	Margaret Cox	252-774-5171	margaret.cox@lumen.com
Charter IP Enabled Services / TWC IP Enabled Services	Jaclyn Jones	704-206-4041	Jaclyn.Jones@Charter.com
Charter IP Enabled Services / TWC IP Enabled Services	Kathy Troughton	314-394-9856	kathy.troughton@charter.com
Charter IP Enabled Services / TWC IP Enabled Services	Matthew Nolan	813-705-6824	matthew.nolan@charter.com
Comcast IP Phone	Bryan Medina	303-372-1313	Bryan_Medina@comcast.com
Comcast IP Phone	David Torch	303-372-1379	david_torch@cable.comcast.com
Commio	Meghan Reynolds	984-203-8838	meghan@commio.com
Comporium, Inc., f.k.a. Citizens Telephone / Springboard Telecom	Jamie Montgomery	803-326-6391	jamie.montgomery@comporium.com
CSC Voice / CSC Wireless	Deborah Anstead	516-803-6232	Deborah.Anstead@optimum.com
CSC Voice / CSC Wireless	Jeffrey Harnack	903-939-7253	Jeffrey.Harnack@optimum.com

Eon Telecom	Martin Ibarguen Hernandez	206-687-1301	martin@eontelecom.com
ETC Communications	Kelly Lanning	706-276-2271	kellyl@etcnow.com
Exiant Communications	Douglas Osborne	570-709-5525	dosborne@exiantcom.com
Exiant Communications	Chris Hall	570-709-5525	chris@exiant.net
Fractel	Michael Crown	321-499-1000	administrator@fractel.net
Frontier Communications of America / Frontier Communications of the Carolinas	Laura Simmons	585-777-2107	laura.simmons@verizon.com
Frontier Communications of America / Frontier Communications of the Carolinas	Rachel Gredler	850-377-3337	Rachel.gredler@verizon.com
Frontier Communications of America / Frontier Communications of the Carolinas	Rosemary Coates	585-777-7949	Rosemary.Coates@verizon.com
Frontier Communications of America / Frontier Communications of the Carolinas	Sheri Pressler	260-461-3475	Sheri.Pressler-White@verizon.com
HD Carrier	Erla Erlingsdottir	702-913-1084	erlae@widevoice.com
Intrado Communications	Debra Wymore	469-587-7145	Debra.Wymore@46labs.com
IP Horizon	Douglas Osborne	570-709-5525	dosborne@iphorizon.com
Leap Telecom	Doug Davis	720-708-1858	Doug.davis@teliax.com
MCImetro Access Transmission Services / Verizon	Brandon Orozco	713-425-4165	brandon.orozco@verizon.com
MetroPCS / Suncom dba T-Mobile / United States Cellular - NC	Kyeva Keith	206-313-1506	Kyeva.Keith2@T-Mobile.com
MetroPCS / Suncom dba T-Mobile / United States Cellular - NC	Esperanza Creighton	916-519-1968	Esperanza.Creighton@T-Mobile.com
Nuso, LLC	Kevin Moss	314-390-6208	kevin.moss@nuso.cloud and compliance@nuso.cloud
Nuso, LLC	Katherine Kackenmeister	314-987-6019	katherine.kackenmeister@nuso.cloud
Onvoy / Onvoy Spectrum	Rob Brezina	919-823-2222	rob.brezina@sinch.com
Onvoy / Onvoy Spectrum	Nadine Fletcher	724-941-2326	Nadine.Fletcher@sinch.com
Paetec ITEL / Windstream Communications / Windstream North Carolina	Jasmine Wodstrchill	319-790-2184	Jasmine.Wodstrchill@uniti.com
Paetec ITEL / Windstream Communications / Windstream North Carolina	Chawn Thompson	256-241-4103	chawn.thompson@uniti.com
Paetec ITEL / Windstream Communications / Windstream North Carolina	Stephanie Frank	585-530-2619	Stephanie.Frank@windstream.com
Paetec ITEL / Windstream Communications / Windstream North Carolina	Janet Krasicki	585-472-1184	Janet.Krasicki@uniti.com
Peerless Network of North Carolina / Wavenation	Jami Perez	312-766-1524	Jami.Perez@infobip.com

Peerless Network of North Carolina / Wavenation	Roseann Kendall	469-682-3495	roseann.kendall@infobip.com
Skybest Communications / Skyline Telephone Membership Corporation	Melanie Edwards	336-876-6306	melanie.edwards@skyline.org
Skye Telecom dba Skyetel	Doug Osborne	570-709-5525	dosborne@skyetel.com
South Carolina Net, Inc. – NC / South Carolina Net, Inc. - SC	Roger Schroppe	803-726-4063	roger.schroppe@segrafiber.com
Spok, INC	Craig Wilkins	817-891-8479	Craig.Wilkins@spok.com
Spok, INC	Mark Burns	972-801-0515	Mark.Burns@spok.com
Stratus Networks	Alex Penichet	239-470-5595	apenichet@stratusnet.com and lnp@stratusnet.com
T-Mobile / United States Cellular - NC	Brian Frase	630-816-4646	Brian.frase1@t-mobile.com
Telnyx	Tessa Whiteside	512-737-7709	tessa@telnyx.com
Telnyx	Tia Duncan	512-737-7709	tia@telnyx.com
Terra Nova Telecom Inc.	Numbering	813-867-5000	noc@tntelecom.net
Ton80 Communications	Glenn Dalgliesh	443-912-1000	glenn@ton80com.com
Twilio International	Nadine Fletcher	724-941-2326	Nadine.Fletcher@sinch.com
Twilio International	Melissa Blassingame	512-623-0512	mblassingame@twilio.com
Vonage America LLC	Michael Ortega	703-304-8288	michael.ortega@vonage.com
Wide Voice, LLC	Erla Erlingsdottir	702-913-1084	erlae@widevoice.com
Yadkin Valley Telecom	Allen Barker	336-463-5092	Allen.Barker@zirrus.com


423/729 NPA
336/743 NPA
865 NPA
423/729 NPA
704/980 NPA
828/451 NPA
706/762 NPA
803/839 NPA
821/864 NPA
TENNESSEE
GEORGIA
SOUTH CAROLINA
SUGAR GROVE
BEECH MOUNTAIN
BOONE
WATAUGA
BANNER ELK
BLOWING ROCK
NEWLAND
LENOIR
TAYLORSVILLE
BETHLEHEM
CLAREMONT
GRANITE FALLS
HICKORY
VALDESE
MORGANTON
SEVIER
MICAVILLE
BURNSVILLE
BAKERSVILLE
SPRUCE PINE
GUNTERTOWN
MARS HILL
BARNARDSVILLE
HOT SPRINGS
MARSHALL
WATERVILLE
WEAVERVILLE
LEICESTER
CLYDE
ASHEVILLE
SWANNANOA
GARDEN CITY
MARION
OLD FORT
BLACK MOUNTAIN
GLENWOOD
PROVIDENCE
HILDEBRAN
CATAWBA
SHERRILLS FORD
NEWTON
MAIDEN
MOUNTAIN VIEW
CHEROKEE
MAGGIE VALLEY
WAYNESVILLE
ENKA
CANDLER
FAIRVIEW
ARDEN
LAKE LURE
RUTHERFORDTON
FOREST CITY
ELLENBORO
FONTANA VILLAGE
BRYSON CITY
SYLVA
CANTON
HENDERSONVILLE
COLUMBUS
GREEN CREEK
SALUDA
TRYON
CAROLEEN
ROBBINSVILLE
CULLOWHEE
BREVARD
ANDREWS
FRANKLIN
CASHIERS
MURPHY
SUIT
HAYESVILLE
HIGHLANDS
LIBERTY (CHEROKEE)
NANPA
North American Numbering Plan Administrator
North Carolina 828/451 NPA
Overlay Rate Center Map
NPA Boundary
Rate Center Boundary
July 2024
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