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NORTH CAROLINA UTILITIES COMMISSION

PRESS RELEASE

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Contact: Nathan Barber
Email: nbarber@ncuc.net

NEW 472 AREA CODE IS COMING TO THE 910 AREA CODE REGION IN SOUTHEASTERN NORTH CAROLINA

CUSTOMERS CAN KEEP THEIR CURRENT 910 TELEPHONE NUMBER

Raleigh, NC – The North Carolina Utilities Commission (NCUC) announces that the 472 area code will serve the same geographic area currently served by the 910 area code. Assignments in the new 472 area code will commence once the 910 area code has been exhausted.

On June 25, 2021 the Commission issued an Order in Docket No. P-100, Sub 137D to approve an overlay as the method of area code relief for the 910 NPA.

The 910 calling area 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.

According to the North American Numbering Plan Administrator (NANPA) the remaining supply of available telephone numbers in the 910 area is estimated to be exhausted in 1Q2023 – requiring the establishment of a new area code to support future demands in the region.

STREET ADDRESS:
430 N. Salisbury Street • Raleigh, NC 27603

MAILING ADDRESS:
4325 Mail Service Center • Raleigh, NC 27699-4300

Telephone: 919-733-4249
Facsimile: 919-733-7300

Under the implementation plan approved by the NCUC, no new 472 numbers will be assigned in the area until the remaining 910 numbers are completely exhausted. When the remaining 910 numbers are exhausted, all future phone number assignments may be made in the new 472 area code.

Beginning October 7, 2022, customers in the 910 area code overlay region may be assigned a number in the new 472 area code when they request new service or an additional line. Customers receiving a 472 area code will be required to dial the area code and phone number for all local calls, just as customers with telephone numbers from the 910 area code do today.

Tips to prepare for the eventual start of the new 472 area code include:

- Check devices to verify that area codes are included with all stored numbers.
- Continue to program/save/store phone numbers to all devices using the full 10-digit telephone number.
- Verify that all services and equipment – such as automatic dialers, life-safety & medical alert systems, alarm/security systems and security gates, call-forwarding settings and voicemail services – recognize the new area code as a valid phone number.

For more information, please contact your local telephone service provider or visit the North Carolina Utilities Commission website at: <https://www.ncuc.net/>

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