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NORTH CAROLINA UTILITIES COMMISSION

PRESS RELEASE

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Contact: Bridget Paschal
Phone: 919-815-1491

NORTH CAROLINA UTILITIES COMMISSION APPROVES AN ALL-SERVICES DISTRIBUTED OVERLAY FOR AREA CODE RELIEF IN THE 910 NPA

CUSTOMERS CAN KEEP THEIR CURRENT 910 TELEPHONE NUMBER

Raleigh, NC – The North Carolina Utilities Commission (Commission), by Order dated June 25, 2021, approved implementation of an all-services distributed overlay to provide area code relief for the 910 Numbering Plan Area (NPA or area code) that serves the southeastern area of North Carolina, including the cities of Fayetteville, Wilmington, and Jacksonville. The North American Numbering Plan Administrator forecasted that without area code relief, numbering resources for new accounts in the 910 area will be exhausted by the second quarter of 2023.

The telecommunications industry unanimously recommended the overlay, and the option was also supported by the Public Staff of the North Carolina Utilities Commission. The Commission has previously approved similar overlay relief in the Charlotte, Raleigh, and Greensboro areas.

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

Further, in accordance with industry guidelines, only an all-services distributed overlay will meet the requirements for relief of the 910 NPA, which is scheduled to transition to mandatory 10-digit dialing due to the national implementation of 988 as the three-digit abbreviated dialing code to reach the national suicide prevention and mental health crisis lifeline as ordered by the FCC.¹ Implementation of the new NPA will be based upon a nine-month schedule, after mandatory 10-digit dialing has been implemented in the 910 NPA. Adhering to this Industry agreed-upon schedule will allow the new NPA to be implemented six months prior to the projected exhaust of the 910 NPA, while allowing the Industry to complete the 10-digit dialing implementation before starting the implementation of the new NPA.

The adoption of an overlay means that **existing customers will be able to keep their 910 telephone numbers without change**. The NANPA has informed the Commission that the new overlay area code will be **472**.

Customers will receive more detailed information in future notices from their local telecommunications provider.

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¹ See NANPA Planning Letter 544 published on the NANPA website at https://www.nationalnanpa.com/pdf/PL_544.pdf.