



Carrier Customer Bulletin

Date: November 5, 2020
Notice #: CCBFTR01867
Audience: IXC, Wireless, ILEC, CLEC, Reseller, ISP
Subject: Area Code Overlay for the Florida 850 NPA
Effective Date: Mandatory 10-Digit Dialing Begins 02/20/2021

As previously [communicated](#), the Florida Public Service Commission (PSC) in Docket No. 20190135-TP, Order No. PSC-2019-0471-FOF-TP, approved an all-services distributed overlay as the relief method for the 850 NPA and on November 6, 2019 filed Order PSC-2019-0471-FOF-TP finalizing that decision. The 850 NPA serves the northern portion of Florida which is called the Panhandle. The new 448 NPA will serve the same geographic area currently served by the existing 850 NPA.

An area code overlay allows a new area code to be assigned over the same geographic area as an existing area code, which means any customer requesting additional or new service (e.g., landline, wireless, etc.) could have a different area code for the new number. The overlay results in the need for 10-digit (area code + telephone number) dialing for all local calls.

Beginning February 20, 2021:

10-digit signaling is required for all calls terminating in all Frontier Communications end offices, access tandems, and intraLATA tandems in the existing 850 NPA. Failure to comply with the required 10-digit signaling will result in call failures.

Additional information regarding the 850/448 overlay is available on the NANPA website at <http://www.nanpa.com>. (See Planning Letter Number PL-534.)

A [sample customer letter](#) has been developed to assist with communicating permissive and mandatory dialing time frames to end user customers. Please adjust the contact information accordingly.

The **850/448** overlay will not affect existing local calling areas or rates. No existing 850 NPA numbers will be changed and all existing 850 NPA numbers will retain the existing NPA.

If you have questions regarding the information provided in this notice, please contact your Frontier Account Manager.

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