



<b>Date of Bulletin:</b>	October 19, 2023
<b>Notice #:</b>	CCBFTR02157
<b>Audience:</b>	IXC, Wireless, ILEC, CLEC, Reseller, ISP
<b>Subject:</b>	Area Code Overlay for the South Carolina 864 NPA
<b>Date Effective:</b>	Permissive 10-Digit Dialing Begins 01/19/2024 Mandatory 10-Digit Dialing Begins 07/19/2024

To ensure a continuing supply of telephone numbers, the Public Service Commission of South Carolina approved the addition of the new 821 area code to the geographic region served by the 864 area code.

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 January 19, 2024:**

Permissive 10-digit dialing in the 864 NPA will begin on January 19, 2024. During the permissive dialing period, subscribers may dial local calls within the overlay area on either a 7-digit or 10-digit basis but will be encouraged to dial 10-digits. After the permissive period ends, all calls must be dialed using 10-digits.

### **Prior to July 19, 2024:**

All telecommunications service providers (CLECs, IXCs, Wireless Carriers, and ILECs) must complete the conversion of their networks to send 10-digit signaling of the called-to party for all calls terminating in all Frontier Communications end offices, access tandems and intraLATA tandems in the existing 864 NPA.

Service providers presently utilizing a MF E-911 interconnection in the 864 NPA are strongly advised to convert to SS7. Otherwise, additional Multi Frequency Centralized Automatic Message Accounting (MF CAMA) trunks must be established for the new 821 NPA. Failure to convert to SS7 or establish new MF CAMA trunks in the new 821 NPA by July 19, 2024 may result in E-911 call completion failures.



### **Beginning July 19, 2024:**

10-digit signaling is required for all calls terminating in all Frontier Communications end offices, access tandems, and intraLATA tandems in the existing 864 NPA. Failure to comply with the required 10-digit signaling will result in call failures.

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 864/821 overlay will not affect existing local calling areas or rates. No existing 864 NPA numbers will be changed and all existing 864 NPA numbers will retain the existing NPA.

If you have questions regarding the information provided in this notice, please contact your Frontier Account Manager or call the number showing on your bill. You can also visit the Public Service Commission of South Carolina website at:

<https://psc.sc.gov/consumer-info/public-information-notices>.