On September 15, 2016 the State of New York Public Service Commission in its order of Case Number 16-C-0297, approved an all-services overlay as the relief method for the 518 NPA. The 518 NPA covers the north-east portion of New York serving communities such as Plattsburgh, Saranac and Albany. The new 838 NPA will serve the same geographic area currently served by the existing 518 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 March 18, 2017:**
Permissive 10-digit dialing in the 518 area code will begin on March 18, 2017. 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 August 19, 2017:**
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 518 NPA.

Service providers presently utilizing a MF E-911 interconnection in the 518 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 838 NPA. Failure to convert to SS7 or establish new MF CAMA trunks in the new 838 NPA by August 19, 2017 may result in E-911 call completion failures.
Beginning August 19, 2017:

10-digit signaling is required for all calls terminating in all Frontier Communications end offices, access tandems, and intraLATA tandems in the existing 518 NPA. Failure to comply with the required 10-digit signaling will result in call failures.

Additional information regarding the 518/838 overlay is available on the NANPA website at http://www.nanpa.com. (See Planning Letter Number PL-497.)

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 518/838 overlay will not affect existing local calling areas or rates. No existing 518 NPA numbers will be changed and all existing 518 NPA numbers will retain the existing NPA.

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