



**Number:** PL-582  
**Date:** February 18, 2022  
**Subject:** NPA 728 and 561 All-Services Overlay (Florida)  
**Related Previous Planning Letters:** 556, 544, 311, 171, IL96/02-004

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### General Description

On January 4, 2022, the Florida Public Service Commission (Commission), in Docket No. 20210168-TP, approved an all-services overlay over the 561 NPA. The 561 NPA serves the larger cities of Palm Beach, Boca Raton, Wellington, Boynton Beach, Jupiter, Delray Beach, Belle Glade and other smaller communities. The new **728 NPA** will serve the same geographic area currently served by the existing 561 NPA. Additionally, central office codes in the 728 NPA will be available for assignment only when all assignable prefixes in the 561 NPA have been assigned.

### Implementation of Relief Plan

Implementation of the 561/728 NPA overlay is as follows:

	Time	Date
Carriers to enforce mandatory 10-digit dialing*	NA	October 24, 2021 – July 15, 2022
Network preparation and customer education begins	NA	June 10, 2022
Network preparation and customer education period ends	NA	March 10, 2023
Earliest new 728 central office code activation date**	-	March 10, 2023
Earliest date central office codes in the new 728 NPA may be ordered through NANPA***	-	January 3, 2023

\* Carriers to enforce mandatory 10-digit dialing no earlier than October 24, 2021 and no later than July 15, 2022 (See [PL-556](#)). Customers have already been educated that mandatory 10-digit dialing started on October 24, 2021.

\*\*In service Date of the New 728 NPA Overlay

\*\*\* CO codes in the 728 NPA are available only when all assignable CO codes in the 561 NPA are assigned.

### Central Office Code Listings and NPA Maps

A rate center map of the 561/728 NPA overlay is attached. Since NXX information may change over time, please consult the NANPA website at [www.nanpa.com](http://www.nanpa.com), iconectiv’s LERG Routing Guide or the NPA NXX Activity Guide for updated information. Information in the LERG

Routing Guide and NPA NXX Activity Guide is available by license contract from Telecom Routing Administration, at 732-699-6700.

## Dialing Plan

The dialing plan for the 561/728 NPA overlay is as follows:

Type of call	Call terminating in	Dialing plan
Local calls	Home NPA (HNPA) or Foreign NPA (FNPA) (including Extended Area Service (EAS) calls)	10-digits (NPA-NXX-XXXX) *
Toll calls	HNPA or FNPA	1 + 10-digits (1 + NPA-NXX-XXXX)
Operator Services Credit card, collect, third party	HNPA or FNPA	0 + 10-digits (0 + NPA-NXX-XXXX)

\* 1+10 permissive dialing at service provider's discretion

## Network Testing

All international and domestic carriers should ensure that the new 728 NPA has been activated throughout their networks prior to March 10, 2023. The test number to verify the routing to the 728 NPA will be in service beginning December 10, 2022, through April 10, 2023. The test number to verify the routing to the 728 NPA is: 728-728-1728. A recorded announcement will indicate the test call has been successfully completed.

## General Information

The information in this planning letter reflects detailed information about NPA relief activities. The information has been derived from commission orders and from industry implementation decisions. The implementation of the plan described in this letter is the responsibility of individual service providers, and NANPA does not guarantee that the activities and plans will occur exactly as described herein.

## Contact Information

General questions regarding the relief of the NPA 561 NPA should be directed to Cecilia McCabe – NANPA, on 925-420-0130. Questions of a technical nature should be directed to the NPA coordinator of the appropriate service provider.

Attached is a list of service provider and contact information that is provided to assist in the implementation of the relief plan described herein. Because this information is subject to change, NANPA cannot guarantee the completeness or the accuracy of the attached list.

SERVICE PROVIDER CONTACTS:

NAME	COMPANY	TELEPHONE	E-MAIL
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# Florida 561/728 NPA Overlay Rate Center Map

