



**Number:** PL-598  
**Date:** July 14, 2022  
**Subject:** NPA 324 and 904 All-Services Overlay (Florida)  
**Related Previous Planning Letters:** 252

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### General Description

On June 3, 2022, the Florida Public Service Commission (Commission), in Docket No. 20220036-TP, Order No. PSC-2022-0197-CO-TP, approved an all-services distributed overlay over the 904 NPA. The 904 NPA serves Northeast Florida and includes all or most of Nassau, Duval, Baker, Bradford, Clay, St. Johns and Union Counties. Cities in the 904 NPA include, but are not limited to, Jacksonville, Jacksonville Beach, Middleburg, Yulee, Fernandina Beach, Orange Park and other smaller communities. The new **324 NPA** will serve the same geographic area currently served by the existing 904 NPA. Additionally, Central Office (CO) codes in the 324 NPA will be available for assignment only when all assignable CO codes in the 904 NPA have been assigned.

### Implementation of Relief Plan

Implementation of the 904/324 NPA overlay is as follows:

	Date
Network preparation and customer education begins	January 30, 2023
Start of permissive 10-digit dialing	July 31, 2023
End of permissive dialing and start of mandatory 10-digit dialing	January 29, 2024
Earliest new 324 central office code activation date*	February 26, 2024
Earliest date central office codes in the new 324 NPA may be ordered through NANPA**	December 22, 2023

\*In service Date of the New 324 NPA Overlay

\*\* CO codes in the 324 NPA are available only when all assignable CO codes in the 904 NPA are assigned.

### Central Office Code Listings and NPA Maps

A rate center map of the 904/324 NPA overlay is attached. Since CO Code 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

Coincident with the introduction of mandatory 10-digit local dialing on January 29, 2024, the dialing plan for the 904 and 324 NPAs will be as follows:

Type of call	Call terminating in	Dialing plan
Local call	Home NPA (HNPA) or Foreign NPA (FNPA) (including Extended Area Service (EAS) calls)	10-digits (NPA-NXX-XXXX) *
Toll call	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 324 NPA has been activated throughout their networks prior to February 26, 2024. The test number to verify the routing to the 324 NPA will be in service beginning November 26, 2023, through March 26, 2024. The test number to verify the routing to the 324 NPA is: 324-324-0324. 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 904 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 904/324 NPA Overlay Rate Center Map

## Legend

-  NPA Boundaries
-  Rate Center Boundaries

