



Number: PL-604
Date: October 31, 2022
Subject: NPA 327 and 870 All-Services Overlay (Arkansas)
Related Previous Planning Letters: 587, 437, 400, 033

This Planning Letter supersedes PL-587 and includes revised implementation and network testing intervals.

General Description

On January 27, 2022, the Arkansas Public Service Commission issued Order No. 10, in Docket No. 09-043-U, approving an all-services distributed overlay as the relief method for the 870 NPA. The 870 NPA covers the northern, eastern and southern portions of Arkansas. It serves communities including but not limited to El Dorado, Mountain Home, Jonesboro, Pine Bluff, Monticello, and Magnolia. The new **327 NPA** will serve the same geographic area currently served by the existing 870 NPA. Additionally, central office (“CO”) codes in the 327 NPA will be available for assignment only when all assignable CO codes in the 870 NPA have been assigned.

Implementation of Relief Plan

Implementation of the 870/327 NPA overlay is as follows:

	Date
Network preparation and customer education begins	January 20, 2023
Start of permissive 10-digit dialing	July 21, 2023
End of permissive dialing and start of mandatory 10-digit dialing	January 19, 2024
Earliest new 327 CO code activation date*	February 20, 2024
Earliest date CO codes in the new 327 NPA may be ordered through NANPA**	December 16, 2023

* In Service Date of the New 327 NPA Overlay

**CO codes in the 327 NPA available only when all assignable CO codes in the 870 NPA are assigned.

Central Office Code Listings and NPA Maps

A rate center map of the 870/327 NPA overlay is attached. Since NXX information may change over time, please consult the NANPA website at 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 870/327 NPA overlay is 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 digit dialing for all calls permissible at each service provider's discretion.

Network Testing

All international and domestic carriers should ensure that the new 327 NPA has been activated throughout their networks prior to February 20, 2024. The test number to verify the routing to the 327 NPA will be in service beginning November 20, 2023 through March 20, 2024. The test number to verify the routing to the 327 NPA is: 327-327-1327. 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 870 NPA should be directed to Heidi Wayman – NANPA, on 571-363-3824. 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:

COMPANY	NAME	TELEPHONE	E-MAIL
Airecast	Janna Koon Donaldson	870-942-4344	jkoon@satco.biz
Airus	Roseann Kendall	312-878-4160	rkendall@airustel.com
Altice (CSC Wireless, Suddenlink)	Deborah Anstead	516-803-6232	Deborah.Anstead@AlticeUSA.com
AT&T (New Cingular Wireless, Southwestern Bell, Teleport Communications America)	Sharon Poer	256-744-7105	sharon.poer@att.com
Bandwidth.Com	Amanda Merritt	919-364-8807	codeadmin@bandwidth.com
Brightspeed	Dale Holcombe	980-376-1581	Dale.G.Holcombe@brightspeed.com
Comcast	Bryan Medina	303-372-1313	Bryan_Medina@comcast.com
Commio	Sam Shiffman	737-867-5000	sam@gocommio.com
DISH Wireless	Kathy Rogers	303-706-5134	kathy.rogers@dish.com
DISH Wireless	Melinda Yost	720-341-0182	melinda.yost@dish.com
DISH Wireless	Daniel Bowlin	303-706-4072	Daniel.Bowlin@dish.com
DISH Wireless	Amissa Webster	303-723-2623	Amissa.Webster@Dish.com
E. Ritter Communications	Caleb Smith	870-336-2311	caleb.smith@rittercommunications.com
Fractal	Michael Crown	321-499-1001	mike@fractal.net and pooling@fractal.net
HD Carrier	Marilyn Millender	716-832-9848	info@quadtelecomconsulting.com
Lumen (CenturyLink, Level 3)	Rita Schmitz	608-796-5600	rita.schmitz@lumen.com
Northern Arkansas Telephone	Steven Sanders	870-453-9273	steven@natconet.com
Red River Cellular Telephone	Dave Hegmann	870-653-8222	daveh@swatco.com
Rice Belt Telephone	Stephanie Wall	812-935-2215	stephanie.wall@smithville.com
Sinch (Onvoy, Radiant IQ)	Joani O'Neill	406-496-6522	joani.oneill@sinch.com
Sinch (Onvoy, Radiant IQ)	Bryan Bethea	312-380-4549	bryan.bethea@sinch.com
Sinch (Onvoy, Radiant IQ)	Rob Brezina	919-823-2222	rob.brezina@sinch.com
Sinch (Onvoy, Radiant IQ)	Andrew Smith	303-997-2361	Andrew.smith@sinch.com
South Arkansas Telephone	Janna Koon Donaldson	870-942-4344	jkoon@satco.biz
Southwest Arkansas Telephone Coop	Tina Moore	870-653-8222	tinam@swatco.com
Stratus Networks	Emily Rollheiser	309-248-6309	erollheiser@stratusnet.com
T-Mobile (Metro PCS, Sprint)	Karen Riepenkroger	913-315-8546	Karen.S.Riepenkroger@t-mobile.com
T-Mobile (Metro PCS, Sprint)	Shaunna Forshee	913-315-9108	Shaunna.L.Forshee@T-mobile.com
TDS (Cleveland County)	Paul Nejedlo	608-664-4659	paul.nejedlo@tdstelecom.com
TDS (Cleveland County)	Anne Chism	608-824-0266	anne.chism@tdstelecom.com
Teletouch Communications	Norman Lee	972-353-1835	norman.lee@americanmessaging.net
Teletouch Communications	Mike Schaefer	908-610-3397	mike.schaefer@americanmessaging.net

Teletouch Communications	Deborah Kroeger	972-768-2986	Debi.kroeger@americanmessaging.net
Telnyx	Tessa Whiteside	312-270-8238	tessa@telnyx.com and numbering@telnyx.com
Terra Nova	Nick Olsen	321-428-8880	nick@tntelecom.net
Ton80 Communications	Glenn Dalglish	443-912-1000	Glenn@ton80com.com
Tri-County Telephone	Caleb Smith	870-336-2311	caleb.smith@rittercommunications.com
Twilio	Allyson Blevins	314-789-0272	ablevins@twilio.com
Verizon (MCI Metro Access)	Chanda Brown	908-559-2339	Chanda.brown@verizon.com
Verizon (MCI Metro Access)	Laura Dalton	914-821-9686	Laura.r.Dalton@verizon.com
Verizon Wireless	Dana Crandall	682-831-3662	Dana.crandall@verizonwireless.com
Vonage Holdings Corp.	Michael Ortega	703-304-8288	michael.ortega@vonage.com
Walnut Hill Telephone	Kim Jackson	904-259-0024	kjackson@townes.net
Windstream	Edward Webber	585-340-2854	Edward.webber@windstream.com
Windstream	Scott Terry	501-748-5397	scott.a.terry@windstream.com
Yelcot (Mountain View Telephone)	David Marberry	870-449-4211	david.marberry@yelcot.com
YMAX	Bob Salvo	908-806-2784	bob.salvo@ymaxcorp.com

Arkansas 870/327 NPA Overlay Rate Center Map

