



**Number:** PL-619  
**Date:** July 24, 2023  
**Subject:** NPA 729 and 423 All-Services Overlay (Tennessee)  
**Related Previous Planning Letters:** IL94/11-018

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### General Description

On May 30, 2023, the Tennessee Public Utility Commission (Commission), in Docket No. 22-00128, approved an all-services distributed overlay over the 423 NPA. The 423 NPA is comprised of two non-contiguous areas in Eastern Tennessee that are separated by the 865 NPA. Cities in the 423 NPA include but are not limited to Chattanooga, Bristol, Johnson City, Kingsport and many other smaller communities. The new **729 NPA** will serve the same geographic area currently served by the existing 423 NPA. Additionally, central office (CO) codes in the 729 NPA will be available for assignment only when all assignable prefixes in the 423 NPA have been assigned. The 423-423 NXX will be released as an assignable CO code after the new 729 NPA in-service date.

### Implementation of Relief Plan

Implementation of the 423/729 NPA overlay is as follows:

	Date
Network preparation and customer education begins	February 5, 2024
Start of permissive 10-digit dialing	August 5, 2024
End of permissive dialing and start of mandatory 10-digit dialing	February 5, 2025
Earliest new 729 NPA CO code activation date*	March 5, 2025
Earliest date CO codes in the new 729 NPA may be ordered through NANPA**	December 29, 2024

\*In-service date of the new 729 NPA overlay

\*\* CO codes in the 729 NPA are available only when all assignable CO codes in the 423 NPA are assigned.

### Central Office Code Listings and NPA Maps

A rate center map of the 423/729 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

Coincident with the introduction of mandatory 10-digit local dialing on February 5, 2025, the dialing plan for the 423 and 729 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 digit dialing permissible at service provider's discretion

## Network Testing

All international and domestic carriers should ensure that the new 729 NPA has been activated throughout their networks prior to March 5, 2025. The test number to verify the routing to the 729 NPA will be in service beginning December 5, 2024, through April 5, 2025. The test number to verify the routing to the 729 NPA is: 729-729-0729. 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 423 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.

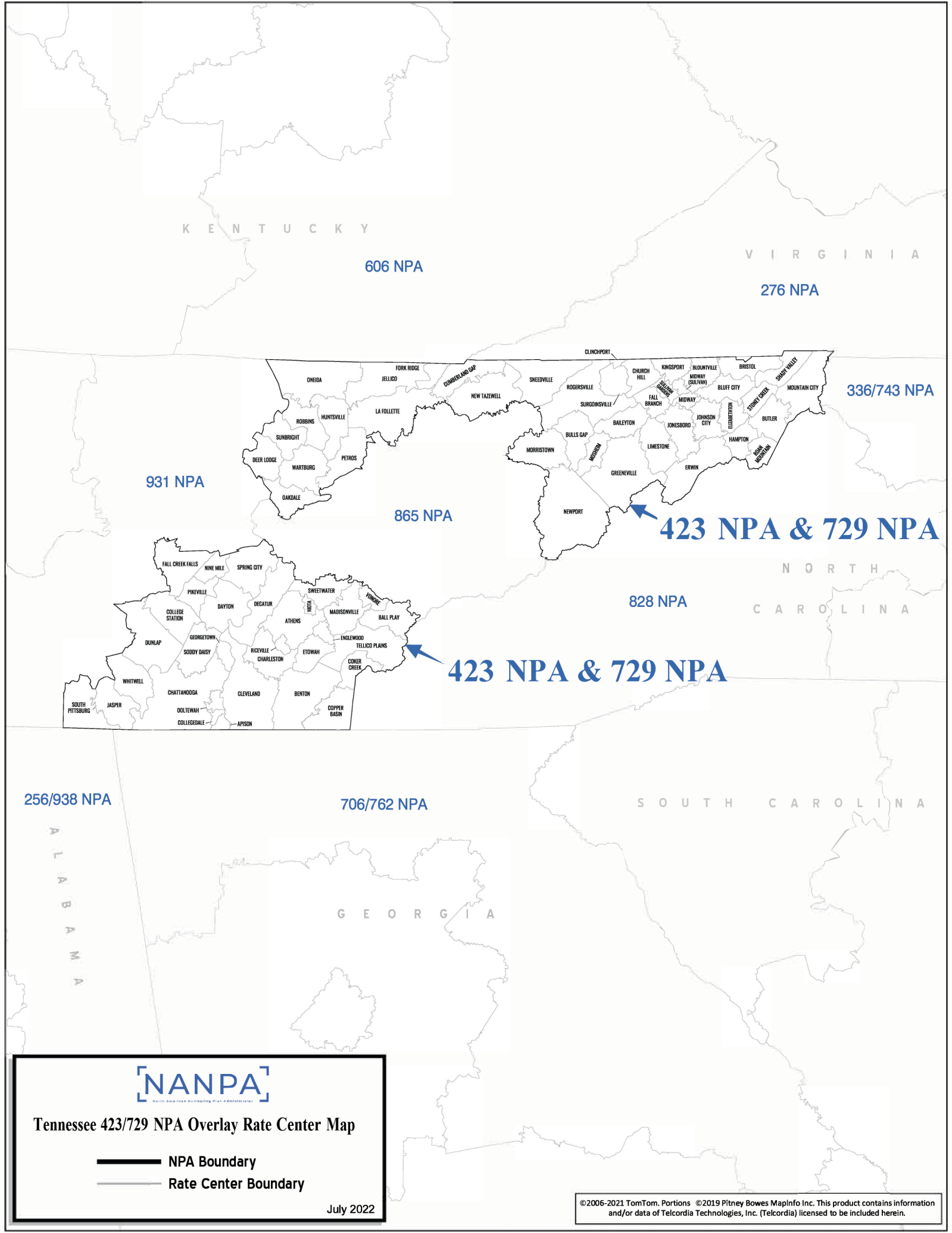
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SERVICE PROVIDER CONTACTS:

COMPANY	NAME	TELEPHONE	E-MAIL
AT&T – Local / AT&T Corp. / Bellsouth Telecomm DBA South Central Bell Tel / Teleport Communications America	Sharon Poer	256-744-7105	<a href="mailto:sharon.poer@att.com">sharon.poer@att.com</a>
Bandwidth.Com	Samantha West	919-364-8807	<a href="mailto:codeadmin@bandwidth.com">codeadmin@bandwidth.com</a> and <a href="mailto:swest@bandwidth.com">swest@bandwidth.com</a>
Bledsoe Tel. Coop.	Charles Boring	423-447-2121	<a href="mailto:cboring@bledsoe.net">cboring@bledsoe.net</a>
Bristol Tennessee Essential Services	Heather Jenkins	423-793-5518	<a href="mailto:hjenkins@btes.net">hjenkins@btes.net</a>
Bristol Tennessee Essential Services	Mike Parker	423-793-5534	<a href="mailto:mparker@btes.net">mparker@btes.net</a>
Bristol Tennessee Essential Services	Makala Harvey	423-793-5541	<a href="mailto:mharvey@btes.net">mharvey@btes.net</a>
CallWorks Corporation	Ronald Grob	404-519-4096	<a href="mailto:ron.grob@callworks.me">ron.grob@callworks.me</a>
Cellco Partnership DBA Verizon Wireless	Dana Crandall	682-831-3662	<a href="mailto:dana.crandall@verizonwireless.com">dana.crandall@verizonwireless.com</a>
Centurylink Communications	Rita Schmitz	608-796-5600	<a href="mailto:rita.schmitz@lumen.com">rita.schmitz@lumen.com</a>
Centurytel Of Clairborne DBA Centurylink-Claiborne / Centurytel Ooltewah-Collegedale DBA Centurylink / United Telephone-Southeast-TN DBA Centurylink	Dale Holcombe	980-376-1581	<a href="mailto:Dale.G.Holcombe@brightspeed.com">Dale.G.Holcombe@brightspeed.com</a>
Charter Fiberlink-Tennessee / Time Warner Cable Information	Matthew Nolan	813-705-8624	<a href="mailto:matthew.nolan@charter.com">matthew.nolan@charter.com</a>
Charter Fiberlink-Tennessee / Time Warner Cable Information	Kathy Troughton	314-394-9856	<a href="mailto:kathy.troughton@charter.com">kathy.troughton@charter.com</a>
Comcast IP Phone	Bryan Medina	303-372-1313	<a href="mailto:Bryan_Medina@Comcast.com">Bryan_Medina@Comcast.com</a>
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IP Horizon	Douglas Osborne	570-709-5525	<a href="mailto:dosborne@iphorizon.com">dosborne@iphorizon.com</a>
Level 3 Communications	Rita Schmitz	608-796-5600	<a href="mailto:rita.schmitz@lumen.com">rita.schmitz@lumen.com</a>
MCIMetro Access Transmission Services / Verizon	Laura Dalton	914-821-9686	<a href="mailto:laura.r.dalton@verizon.com">laura.r.dalton@verizon.com</a>
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Mrstwn UT Comm DBA Mrstwn UT Sys Fibernet	Brian Doggett	423-317-6269	<a href="mailto:bdoggett@musfiber.net">bdoggett@musfiber.net</a>
NA Communications, Inc. / Segra	Roger Schroppe	803-726-4063	<a href="mailto:roger.schroppe@segra.com">roger.schroppe@segra.com</a>
New Cingular Wireless PCS	Sharon Poer	256-744-7105	<a href="mailto:sharon.poer@att.com">sharon.poer@att.com</a>
Nuso	Kevin Moss	314-390-6208	<a href="mailto:kevin.moss@nuso.cloud">kevin.moss@nuso.cloud</a>
Onvoy / Onvoy Spectrum / RadiantIQ / Sinch	Allyson Blevins	312-910-2222	<a href="mailto:allyson.blevins@sinch.com">allyson.blevins@sinch.com</a>
Peace Communications	James Peace	423-664-8410	<a href="mailto:jpeace@peacecom.net">jpeace@peacecom.net</a>
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North American Numbering Plan Administrator

Tennessee 423/729 NPA Overlay Rate Center Map

- NPA Boundary
- Rate Center Boundary

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