

**STATE OF NORTH CAROLINA UTILITIES COMMISSION RALEIGH**  
**DOCKET NO. P-100, SUB 137E**  
**BEFORE THE NORTH CAROLINA UTILITIES COMMISSION**

NOTICE OF AREA CODE RELIEF PLAN FOR 828 NPA

NOTICE IS HEREBY GIVEN that on November 24, 2025, the North American Numbering Plan Administrator (NANPA) filed with the North Carolina Utilities Commission (Commission) a recommendation made by representatives of the telecommunications industry to provide relief for the 828 area code in North Carolina. The Petition provides notification to the Commission that the 828 numbering plan area (NPA or area code) serving the western area of North Carolina, including the cities of Asheville, Boone, Hendersonville, Hickory, Lenoir, Morganton, Newton, and Waynesville, is projected to exhaust its central office (CO) codes (or NXX codes) by the third quarter of 2028 and is in need of relief. The NANPA notes that absent NPA relief, the supply of CO codes in the 828 NPA is projected to run out during the projected exhaust quarter. This has created a need to introduce another area code in the geographic area now covered by the 828 area code to ensure the availability of telephone numbers in the future.

Industry representatives have recommended an all-services overlay as the relief plan for the 828 area code. Under the recommended plan, a new area code would be assigned to cover or "overlay" the entire geographic area using the existing 828 area code boundary lines. This would result in two area codes for the same geographic area. When telephone numbers in the 828 area code run out, new residential and business telephone numbers for the area would be assigned from the new area code. Implementation of an all-services overlay requires mandatory 10-digit dialing for local calls, including calls within the same NPA.

Persons desiring to send written statements to the Commission on the Petition should submit their statement on or before March 31, 2026, and should include any information that those persons wish to be considered by the Commission in this matter. Interventions or statements should be addressed to the Chief Clerk, North Carolina Utilities Commission, 4325 Mail Service Center, Raleigh, North Carolina 27699-4300. Statements may also be faxed to (919) 733-7300 or, preferably, submitted electronically on the Commission's website as a Consumer Statement using this website address: <https://www.ncuc.gov/contactus.html>.

Consumer Statements should be filed in Docket No. P-100, Sub 137E.

The Public Staff of the Utilities Commission, through the Executive Director, is required by statute to represent the using and consuming public in proceedings before the Commission. Statements to the Executive Director should be addressed to:

Christopher J. Ayers  
Executive Director - Public Staff  
4326 Mail Service Center  
Raleigh, North Carolina 27699-43000  
Fax: (919) 733-9565