



Carrier Customer Bulletin

Date: August 13, 2021
Notice #: CCBFTR01948
Audience: IXC, Wireless, ILEC, CLEC, Reseller, ISP
Subject: Area Code Overlay for the Virginia 540 NPA
Effective Date: Permissive 10-Digit Dialing Begins 11/13/2021
Mandatory 10-Digit Dialing Begins 05/14/2022

On June 17, 2020 the Virginia State Corporation Commission (SCC) in Case No. PUR-2019000148, approved an all-services overlay as the relief method for the 540 NPA. The 540 NPA serves portions of Virginia including the Frontier service area in Crows-Hematite. The new **826 NPA** will serve the same geographic area currently served by the existing 540 NPA.

An area code overlay allows a new area code to be assigned over the same geographic area as an existing area code, which means any customer requesting additional or new service (e.g., landline, wireless, etc.) could have a different area code for the new number. The overlay results in the need for 10-digit (area code + telephone number) dialing for all local calls.

Beginning November 13, 2021:

Permissive 10-digit dialing in the 540 area-code will begin on November 13, 2021. During the permissive dialing period, subscribers may dial local calls within the overlay area on either a 7-digit or 10-digit basis but will be encouraged to dial 10-digits. After the permissive period ends, all calls must be dialed using 10-digits.

Prior to May 14, 2022:

All telecommunications service providers (CLECs, IXCs, Wireless Carriers, and ILECs) must complete the conversion of their networks to send **10-digit signaling** of the called-to party for all calls terminating in all Frontier Communications end offices, access tandems and intraLATA tandems in the existing 540 NPA.

Service providers presently utilizing a MF **E-911** interconnection in the 540 NPA are strongly advised to convert to SS7. Otherwise, additional Multi Frequency Centralized Automatic Message Accounting (MF CAMA) trunks must be established for the new 826 NPA. Failure to convert to SS7 or establish new MF CAMA trunks in the new 826 NPA by May 14, 2022 may result in E-911 call completion failures.

Beginning May 14, 2022:

10-digit signaling is required for all calls terminating in all Frontier Communications end offices, access tandems, and intraLATA tandems in the existing 540 NPA. Failure to comply with the required 10-digit signaling will result in call failures.

Additional information regarding the 540/826 overlay is available on the NANPA website at <http://www.nanpa.com>. (See Planning Letter Number PL-545.)

A [sample customer letter](#) has been developed to assist with communicating permissive and mandatory dialing time frames to end user customers. Please adjust the contact information accordingly.

The 540/826 overlay will not affect existing local calling areas or rates. No existing 540 NPA numbers will be changed and all existing 540 NPA numbers will retain the existing NPA.