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September 26, 2025

Honorable Michelle L. Phillips
Secretary
New York State Public Service Commission
Three Empire State Plaza
Albany, NY 12223

***Re: Case 24-C-0314 – Petition of the North American Numbering Plan
Administrator on Behalf of the New York Telecommunications Industry for
Relief of the 347/718/917/929 Numbering Plan Area***

Dear Secretary Phillips:

In response to the Office of Consumer Services' letter dated July 23, 2025, the carriers participating in the Industry Implementation Committee have collaborated on the attached revised consumer education plan.

As a co-chair of the Industry Implementation Committee, Verizon makes this joint filing on behalf of the Industry Implementation Committee and the New York Telecommunications Industry.

Thank you for your courtesy and assistance in this matter. Please contact me if you have any questions.

Respectfully submitted,

Joseph A. Post

cc: Chanda Brown, Co-Chair (chanda.brown@verizon.com)
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ATTACHMENT

REVISED CUSTOMER EDUCATION PLAN FOR NY 347/718/917/929/465 AREA CODE OVERLAY

Activity	Description	Responsibility	Shared or Individual Carrier Effort	Date To Be Completed By
1	Issue News Release announcing the Commission's approval of a new area code in the NY 347/718/917/929 region.	State of New York Public Service Commission	Individual	January 23, 2025
2	Date of Order approving 347/718/917/929 area code overlay.	State of New York Public Service Commission	N/A	January 24, 2025
3	Initial 347/718/917/929 Area Code Overlay Industry Implementation Meeting.	Industry Committee and State of New York Public Service Commission Staff	Shared	April 23, 2025
4	Special Letter sent to the Directory Publishers Association requesting that they notify directory publishers of the new 465 area code so they can add it to their directories in their next publication.	Industry Committee Co-Chairs	Shared	November 18, 2025
5	Carriers with directories to review directory publication deadlines and take appropriate actions to update directories to include the new 465 area code as new publications are developed.	Carriers with Directories	Individual	Ongoing
6	Update internal and external websites with the new 465 area code overlay information. Overlay information will also be communicated internally to customer service representatives to help answer customers' questions.	All Carriers	Individual	November 18, 2025

Activity	Description	Responsibility	Shared or Individual Carrier Effort	Date To Be Completed By
7	Update social media outlets, where possible, to communicate information about the new 465 area code.	All Carriers (Voluntary)	Individual	November 18, 2025
8	Issue Customer Notification to inform customers in the 347/718/917/929 area code of the new 465 area code overlay through a bill message in their monthly invoice, and/or email or text message for customers that do not receive monthly invoices. The Customer Notification will contain a description of the new area code and the overlay as well as verbiage informing customers about ensuring that services (e.g., voicemail, call forwarding), automatic dialing machines, life safety, alarm, and security equipment, etc. recognize the new area code as valid (see attachment).	All Carriers	Individual	April and May 2026 Billing Cycle
9	Issue news release describing the NY 347/718/917/929 area code overlay to ensure the public is aware of the new 465 area code.	State of New York Public Service Commission and All Carriers with the ability	Individual	June 8, 2026
10	Earliest date that new 465 numbers can be assigned and implementation is completed. (All remaining 347/718/917/929 codes must be assigned before the 465 codes can be assigned.)	All Carriers	Individual	June 18, 2026

SERVICE PROVIDER CONTACT LIST FROM NANPA PLANNING LETTER #630¹

COMPANY	NAME	TELEPHONE	E-MAIL
American Messaging Services / Aquis Communications	Norman Lee	972-353-1835	norman.lee@americanmessaging.net
American Network	Michael Schelin	626-814-2354	mschelin@1pcom.com
AT&T – Local / New Cingular Wireless PCS / TC Systems	George Guerra	415-794-7314	gg2395@att.com
Baltimore-Washington Telephone Company	Justin Newman	949-596-4629	justin.newman@bwt.io
Bandwidth.Com CLEC	Taylor Nicholson	737-206-7796	codeadmin@bandwidth.com and tnicholson@bandwidth.com
Barr Tell USA	Harold Barr	212-226-4420	halbarr@gmail.com
Broadview Networks / CTC Communications Corp. / US LEC Communications / Conversent Communications Of New York / Eureka Telecom, Inc. Db a Eureka Networks / Paetec Communications	Jasmine Wodstrchill	319-790-2184	jasmine.wodstrchill@windstream.com
Cablevision Lightpath / CSC Wireless	Deborah Anstead	516-803-6232	Deborah.Anstead@AlticeUSA.com
CallWorks Corporation	Ron Grob	404-519-4096	rongrob@apelaprofsvcs.com
Cellco Partnership Db a Verizon Wireless	Sharon Pistachio	412-977-2779	Sharon.pistachio@verizonwireless.com
Cellco Partnership Db a Verizon Wireless	Elizabeth Ward	412-496-6049	elizabeth.ward2@verizonwireless.com
Centurylink Communications / Level 3 Communications / Level 3 Telecom Of New York / Global Crossing Local Services	Margaret Cox	252-774-5171	margaret.cox@lumen.com
Commio	Meghan Reynolds	984-203-8838	Meghan@commio.com
Commio	Sam Shiffman	737-867-5001	sams@commio.com
Core Communications / Coretel New York / Ton80 Communications	Glenn Dalgliesh	410-353-2264	glenn@coretel.net

¹ The list can also be found on the NANPA website: <https://www.nanpa.com/npa-relief/planning-letters>.

Core Communications / Coretel New York / Ton80 Communications	Bret Mingo	202-437-5219	bret@coretel.net
Boost Mobile / DISH Wireless	Kathy Rogers	303-706-5134	kathy.rogers@dish.com
Boost Mobile / DISH Wireless	Melinda Yost	720-341-0182	melinda.yost@dish.com
Boost Mobile / DISH Wireless	Daniel Bowlin	303-706-4072	daniel.bowlin@dish.com
Boost Mobile / DISH Wireless	Eric Adamson	720-301-0066	eric.adamson@dish.com
Eon Telecom	Martin Ibarguen Hernandez	206-687-1301 or 206-813-1366	martin@eontelecom.com
Fractel	Michael Crown	321-499-1001	mike@fractel.net and pooling@fractel.net
HD Carrier	Marilyn Millender	716-832-9848	info@quadtelecomconsulting.com
Intrado Communications / 46 Labs	Brandy Melton	469-587-7137	brandy.melton@46labs.com
Intrado Communications / 46 Labs	Debra Wymore	469-587-7145	Debra.Wymore@46labs.com
IP Horizon	Douglas Osborne	570-709-5525	dosborne@iphorizon.com
LTE Wireless Inc DbA LTE Wireless	Faizal Hassad	877-388-2232 ext 0540	info@ltewireless.com
Matrix Telecom, Inc DbA Trinsic Communications / Lingo	Alex Valencia	972-910-1900	alex.valencia@lingo.com
MCImetro Access Transmission Services / Verizon New York	Chanda Brown	908-559-2339	Chanda.Brown@verizon.com
MCImetro Access Transmission Services / Verizon New York	Brandon Orozco	713-425-4165	brandon.orozco@verizon.com
MetroPCS / Omnipoint Communications / T-Mobile	Shaunna Forshee	913-315-9108	shaunna.l.forshee@T-Mobile.com
Metropolitan Telecommunications	Paola Bulloch	212-607-6341	pbulloch@mettel.net
Nuso	Kevin Moss	314-390-6208	kevin.moss@nuso.cloud and compliance@nuso.cloud
Onvoy / Onvoy Spectrum	Allyson Blevins	312-910-2222	allyson.blevins@sinch.com
Peering Hub	Anne Kwong	484-424-9683	akwong@peeringhub.com
Peerless Network Of New York	Jami Perez	312-766-1524	Jami.Perez@infobip.com

Peerless Network Of New York	Roseann Kendall	469-682-3495	roseann.kendall@infobip.com
RCLEC	Carolyn Manila	650-472-4064	carolyn.manila@ringcentral.com
RCN Telecom Services	Debbie Cumbo	570-270-1843	debbie.cumbo@rcn.net
Regional Telephone Corporation	Joseph Sirianni	352-488-0000	phonejoe@regtelco.com
Ringsquared Telecom	Meaghan Perez	206-973-5822	meaghan.perez@ringsquared.com
Scarsdale Security Systems	Thomas Bavaro	914-722-2200	tbavaro@scarsdalesecurity.com
Telengy	Gifty Molley	212-379-4031	gmolley@telengy.net
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Telengy	Stephen Irwin	212-379-4038	stephen@telengy.net
Telnyx	Tessa Whiteside	312-270-8238	numbering@telnyx.com
Telxmedia	Faizal Hassad	518-216-6000 ext 6010	info@telxmedia.com
Terra Nova Telecom	Kelley Ray	941-600-0205	kelley@tntelecom.net
TWC IP Enabled Services / Charter Communications	Kathy Troughton	314-394-9856	kathy.troughton@charter.com
TWC IP Enabled Services / Charter Communications	Matthew Nolan	813-705-6824	matthew.nolan@charter.com
Ucomtel	Avrom Pancer	845-694-6762	avrom@unifiedinfosys.com
USA Mobility Wireless	Craig Wilkens	817-891-8479	Craig.Wilkins@spok.com
USA Mobility Wireless	Kevin McIntosh	972-801-0179	kevin.mcintosh@spok.com
USA Mobility Wireless	Mark Burns	972-801-0515	Mark.Burns@spok.com
VOIP Innovations	John Livingston	412-567-2238	jlivingston@sangoma.com
Vonage America	Michael Ortega	703-304-8288	michael.ortega@vonage.com
Warwick Valley Telephone Company	Kevin Culver	845-802-0330	kculver@archtopfiber.com
Whitesky Communications	Aashish Chandra Sekhar	972-810-9207	aashish@whiteskycommunications.com
Whitesky Communications	Joe Jenkin	972-810-8847	Joe.Jenkin@RealPage.com
Wide Voice	Erla Erlingsdottir	702-913-1084	erlae@widevoice.com
Wide Voice	Marilyn Millender	702-913-1082	mmillender@widevoice.com
Wide Voice	Tandy DeCosta	702-913-1078	tdecosta@widevoice.com

Worldcall Interconnect / Evolve Cellular	Brian DeHaven	737-204-1490	bdehaven@evolvecellular.com
Xchange Telecom Corp.	Shilo Dick	646-722-7266	sdick@skywirenetworks.com
YMAX Communications Corp.	Bob Salvo	908-806-2784	bob.salvo@ymaxcorp.com
Yorkstream Communications	Erik Bergh	805-777-2222	ebergh@yorkstream.com

SAMPLE OF THE NY 347/718/917/929/465 CUSTOMER NOTIFICATION LETTER

The New 465 Area Code Is Coming to the New York 347/718/917/929 Area Code Region

To ensure a continuing supply of new telephone numbers, the New York Public Service Commission has approved an all-services area code overlay for the 347/718/917/929 area code region. The 465 area code serves the boroughs of the Bronx, Brooklyn, Queens, Staten Island as well as the Marble Hill section of Manhattan. The new 465 area code will serve the same geographic area currently served by the existing 347/718/917/929 area codes.

What is an Area Code Overlay?

An overlay is the addition of another area code (465) to the same geographic region as an existing area code region (347/718/917/929). The overlay does not require you to change your existing area code or phone number, or how you dial your calls. You will continue to dial 11 digits (1 + area code + phone number) for all local calls, as you do today, within and between the 347/718/917/929 and new 465 area codes.

Who will be affected and when does the new 465 area code become effective?

Beginning **June 18, 2026**, customers in the 347/718/917/929 area code overlay region may be assigned a number in the new 465 area code when they request new service or an additional line. Customers receiving a 465 area code will be required to dial 1 + 10 digits for all local calls, just as customers with telephone numbers from the 347/718/917/929 area codes do today.

What will you need to do?

Customers in the overlay region should:

- Continue to dial 1+10 digits for all local calls, including calls within the same area code.
- Continue to identify your telephone number as an 11-digit number, and include the area code when giving the number to friends, family, business associates, customers, etc.
- Ensure that all services, automatic dialing equipment, or other types of equipment recognize the new 465 area code as a valid area code and continue to store or program telephone numbers as 11-digit numbers. Some examples are: stored telephone numbers in contact lists in wireless phones, PBXs, fax machines, internet dial-up numbers, speed dialers, call forwarding settings, voicemail services, medical alert devices, safety and alarm security systems and gates, ankle monitors and other similar equipment.

What will remain the same?

- Your telephone number, including current area code.
- The price of a call, coverage area, or other rates and services will not change due to the additional overlay.
- What is considered a local call now will remain a local call.
- You will continue to dial 1+10 digits for local calls within and between the overlay area codes, and 1+10 digits for long distance calls.
- You can still dial just three digits to reach 911 and 988, as well as 211, 311, 411, 511, 611, 711, or 811 if those are currently available in your community.

Who may you contact with questions?

If you have any questions regarding information provided in this notice, please call (Service Provider's name) at (Service Provider's Contact number) or access (Service Provider's website) for more information. You can also visit the New York Public Service Commission website at <https://dps.ny.gov/telecommunications>.