



State of North Carolina Utilities Commission

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PRESS RELEASE

Release: Immediate
Date: September 18, 2026

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NORTH CAROLINA UTILITIES COMMISSION APPROVES AN ALL-SERVICES DISTRIBUTED OVERLAY FOR AREA CODE RELIEF IN THE 828 NPA

CUSTOMERS CAN KEEP THEIR CURRENT 828 TELEPHONE NUMBER

Raleigh, NC – The North Carolina Utilities Commission (Commission), by Order dated September 8, 2026, approved implementation of an all-services distributed overlay to provide area code relief for the 828 Numbering Plan Area (NPA or area code) that serves western North Carolina, including the cities of Asheville, Boone, Hendersonville, Hickory, Lenoir, Morganton, Newton, Waynesville, and other communities.

The North American Numbering Plan Administrator (NANPA) forecasted that without area code relief, numbering resources for new accounts in the 828 area code will be exhausted by the third quarter of 2028. Industry guidelines maintain that an “overlay” area code should be in place at least six months before an in-use area code is exhausted. The Commission has previously approved similar overlay relief in the Charlotte, Raleigh, Greensboro, and Wilmington areas.

The adoption of an overlay means that **existing customers will be able to keep their 828 telephone numbers without change**. The NANPA has informed the Commission that the new overlay area code will be **451**. The only change for customers within the 828/451 area code is that customers will transition to utilize 10-digit dialing, dialing the area code, when making a phone call within the 828/451 area code. A specific date for the introduction of the 451 area code has not been set. The exact timing of the transition to 10-digit dialing is not known at this time but will be communicated to customers well ahead of the transition.

STREET ADDRESS:
430 N. Salisbury Street • Raleigh, NC 27603

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The NANPA reported that Industry recommends the new NPA be implemented on a 13-month implementation schedule commencing at least 19 months prior to the projected exhaust. The NANPA stated that adhering to this Industry agreed-upon schedule will allow the new NPA to be implemented six months prior to the projected exhaust of the 828 NPA.

Customers will receive more detailed information in future notices from their local telecommunications provider.

For more information, please contact your local telephone service provider or visit the North Carolina Utilities Commission website at: <https://www.ncuc.gov/>

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