



October 28, 2016

VIA ELECTRONIC MAIL TRANSMISSION

Hon. Kathleen H. Burgess
Secretary to the Commission
New York State Public Service Commission
Empire State Plaza, Agency Building 3
Albany, New York 12223-1350

**Re: Customer Outreach & Education Program
Case # 16-C-0297 (Petition of the North American Numbering Plan Administrator on
Behalf of the New York Telecommunications Industry for Relief of the 518 NPA)**

Dear Secretary Burgess:

Enclosed please find the Frontier Communications ("Frontier") proposed customer outreach and education program required pursuant to Ordering Clause #3 of the Commission's September 15, 2016 Order in the above-referenced proceeding.

Should you have any questions, please contact me at (518) 773-6252 or jan.vandecarr@ftr.com.
Thank you.

Sincerely,

/s/ Jan VanDeCarr

Jan D. VanDeCarr
Manager, Government and External Affairs
Frontier Communications
137 Harrison Street
Gloversville, NY 12078
(518) 773-6252
jan.vandecarr@ftr.com

FRONTIER COMMUNICATIONS

NYS 518/838 AREA CODE OVERLAY - PROPOSED CUSTOMER EDUCATION PLAN

Overview:

On September 15, 2016, the New York State Public Service Commission (the "Commission" or "PSC") issued an order approving an area code overlay relief plan for the 518 Numbering Plan Area ("NPA") region. Generally, the Commission ordered:

- 1) The filing of a joint plan outlining the steps necessary to activate a new area code for the existing 518 NPA; and
- 2) The filing by every carrier holding numbering resources in the 518 NPA of a customer outreach and education program.

Implementation Schedule:

The agreed-upon industry implementation schedule is as follows:

Start of Network Preparation and Customer Education	October 15, 2016
Start of Permissive 10-Digit Dialing	March 18, 2017
End of Permissive Dialing & Start of Mandatory 10-Digit Dialing	August 19, 2017
Earliest New NPA Central Office Code Activation Date	September 19, 2017

Joint Plan (PSC's Second Ordering Clause):

The North American Numbering Plan Administration ("NANPA") agreed to file a planning letter in order to satisfy the requirements of the Commission's second ordering clause relating to the joint plan (the "NANPA Planning Letter"). The NANPA Planning Letter was filed with the Commission on October 15, 2016.

Frontier's Proposed Customer Education Plan (PSC's Third Ordering Clause):

In order to acquaint its customers with the establishment of the new area code and its operation, Frontier proposes the customer outreach and education measures set forth below.

In general, Frontier will use one or more methods of communication (e.g. bill message, email, direct mail, press release, website, etc.) to notify customers of the new area code and to provide information on matters such as:

- Reasons for the need for a new area code;
- Assignment of telephone numbers with new area code;
- Whether telephone numbers, coverage area and/or pricing will change;
- Proper dialing procedure and timing for same;
- Effect, if any, on 411, 911, and other 3-digit dialing;

- How customers should properly identify their telephone numbers;
- Personal/business items with telephone numbers (e.g. checks, websites, advertising);
- Equipment and/or services with automatic or programmed dialing (e.g. fax, medical services, call-forwarding, etc.).

Frontier will work with the industry for timely initial notification of the new overlay area code (and follow-up notification, if necessary) to relevant alarm companies, public safety agencies, directory providers, pay telephone providers and PSAPs. To the extent necessary, Frontier will also work with directory publishers relating to the new area code.

In addition, Frontier will take the following actions:

1. Starting in January 2017, Frontier will begin training of relevant personnel about the new overlay area code.
2. By February 15, 2017 (30 days prior to start of permissive dialing), Frontier will notify its customers of the new overlay area code.
3. By July 20, 2017 (30 days prior to mandatory dialing), Frontier will notify its customers of the start of mandatory 10-digit dialing.

Frontier may also provide notifications and other information relating to the new overlay area code on its website, including the dates for the beginning of the permissive dialing period and the implementation of mandatory 10-digit dialing.

Industry Subcommittee for Technical & Customer Education Issues:

Industry participants agreed to establish an industry subcommittee for technical and customer education issues. Frontier will participate in the activities of this subcommittee.