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November 17, 2016

**VIA ELECTRONIC MAIL (secretary@dps.ny.gov) ONLY**

Kathleen H. Burgess  
Secretary to the Commission  
New York Department of Public Service  
3 Empire State Plaza  
Albany, NY 12223

**RE: Case No. 16-C-0297  
Neutral Tandem-New York, LLC - Proposed Customer Outreach and Education Plan**

Dear Secretary Burgess:

In compliance with the September 15, 2016 order of the State of New York Public Service Commission (the "Commission") in the above-referenced matter, please find enclosed the proposed Customer Outreach and Education Plan of Inteliquent, Inc.'s subsidiary, Neutral Tandem-New York, LLC.

We regret the delayed submission of the company's Outreach and Education Plan. Should you have any questions concerning this matter, please contact me at 312-384-8086 or [skellogg@inteliquent.com](mailto:skellogg@inteliquent.com).

Kind regards,

A handwritten signature in black ink that reads 'Scott E. Kellogg'.

Scott Kellogg

**Neutral Tandem-New York, LLC (“NT-NY”)  
NY 518/838 Area Code Overlay - Proposed Customer Outreach and Education Plan**

**Overview:**

The State of New York Public Service Commission (the “Commission”) issued a September 15, 2016 order in Case No. 16-C-0297 (the “Order”) approving an area code overlay relief plan for the 518 Numbering Plan Area (“NPA”) region. This plan is submitted in compliance with the Order, which directed carriers holding numbering resources in the 518 NPA to file a customer outreach and education program with the Commission.

**Implementation Schedule:**

The following industry implementation schedule was established:

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

**NT-NY’s Proposed Customer Education Plan (Third Ordering Clause of the Order):**

In order to acquaint its customers with the establishment of the new area code and its operation, NT-NY proposes to implement the following customer outreach and education measures:

1. NT-NY will use one or more methods of communication (e.g., email notice, website message) to notify customers of the new area code and to provide information on matters such as:
  - a. Why the new area code is necessary
  - b. How telephone numbers will be assigned with the new area code
  - c. Whether telephone numbers or coverage areas will change
  - d. Proper dialing procedure and timing for Permissive and Mandatory 10-Digit Dialing intervals
  - e. Any effects upon 411, 911 and 3-digit dialing
  - f. Modifications needed for equipment and/or services with automatic or programmed dialing (e.g., fax, call forwarding)
2. NT-NY will work collaboratively with other industry providers for timely notification to relevant alarm companies, directory providers, public safety agencies and PSAPs.
3. NT-NY will also take the following actions:
  - a. January 1, 2017: NT-NY will begin training relevant personnel
  - b. February 15, 2017: on or before this date (30 days prior to Permissive Dialing), NT-NY will notify its customers of the new overlay area code
  - c. July 20, 2017: on or before this date (30 days prior to Mandatory Dialing), NT-NY will notify its customers of the start of mandatory 10-digit dialing.