



June 10, 2022

VIA ELECTRONIC MAIL TRANSMISSION

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

Re: Case 21-C-0600 – 845/329 NPA Overlay

Dear Secretary Phillips:

Frontier Communications submits the following customer outreach and education plan.

New York 845/329 Area Code Overlay Customer Education Plan

On April 14, 2022, the New York Public Service Commission (“Commission”) issued an order in this proceeding approving an all-services distributed area code overlay as the relief method for the 845 Numbering Plan Area (“NPA”) region.¹ In the order, the Commission concluded that the overlay shall be implemented over a nine-month implementation period. The Commission directed all carriers holding numbering resources in the 845 NPA to develop customer outreach and education plans to inform their customers of the overlay and the new 329 NPA.

On May 11 2022, the North American Numbering Plan Administrator (“NANPA”) submitted its Planning Letter-PL-591, setting for the industry’s consensus decisions with regard to implementation dates and the dialing plan for the implementation of the 329 NPA as the overlay code for relief of the 845 NPA. Consistent with the industry-consensus dates and timelines as set forth in the NANPA Planning Letter, Frontier agrees to carry out the following actions:

- Start Network Preparation and Customer Education on June 24, 2022.
- By December 15, 2022, update Frontier’s website to provide specific information about the new overlay area code.

¹ Case 21-C-0600, Order Directing Overlay of the 845 Area Code Region Subject to Conditions (issued and effective April 14, 2022).



- Frontier will educate call center personnel about the new overlay area code.
- During February 2023 bill cycles, Frontier will notify its customers of the new overlay area code through a bill message/bill insert in their monthly invoice.
- New directories issued by Frontier's directory publisher will include information on the new 329 area code being added to the 845 area code region.

The industry agreed that customer messaging will outline the following:

- The new 329 area code is needed to meet the demand for telephone numbers and will be "overlaid" or superimposed over the area now served by the 845 area code.
- Starting March 24, 2023, customers requesting new telephone lines or services in the 845 NPA may be assigned telephone numbers with the new 329 area code.
- Telephone numbers, including the current area code, will not change.
- Local calling areas will not change due to the overlay.
- The price of a call, coverage area, rates and services will not change due to the overlay.

Frontier will continue to participate in the Industry Implementation Committee and will rely on the Committee recommendations to guide its consumer notice and education effort.

Please contact me at (203) 594-3104 or MC6263@ftr.com if you have any questions.

Thank you,

Michael J. Cicchetti
Vice President, Regulatory & External Affairs