

New York 212/646/917/332 Area Code Overlay Customer Education Plan Proposal

Sprint concurs with the Planning Letter filed by NANPA on behalf of the industry that outlines the steps necessary to implement the new 332 NPA. This will meet the requirements in Ordering Paragraph #1. As a supplement to the industry consensus proposal submitted by NANPA, Sprint submits the following information.

Consistent with the industry-consensus dates and timelines as set forth in the proposal submitted by NANPA, Sprint agrees to perform the following actions:

- Prepare the network by adding in the new 332 NPA. Since 1+ 10 digit dialing is in place, there will not be a permissive dialing period.
- Bill messages will be included in postpaid wireless consumer invoices 30 to 45 days prior to the Start of Network Preparation and Customer Education (September 10, 2016) and Completion of Network Preparation and Customer Education (May 10, 2017).
- Text messages will be sent to all prepaid wireless customers 30 to 45 days prior to the Start of Network Preparation and Customer Education (September 10, 2016) and Completion of Network Preparation and Customer Education (May 10, 2017).
- Sprint customer care and sales reps will be trained to answer customer inquiries on the 212/646/917/332 overlay.
- Sprint's website will be updated to include information about the 212/646/917/332 overlay, including an explanation that 1+ 10 digit dialing is already in place and that there will not be a permissive dialing period.