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May 24, 2017

Kathleen H. Burgess
Secretary to the Commission
New York Public Service Commission
Three Empire State Plaza
Albany, New York 12223

**RE: Case 16-C4297 - Airus of New York Customer Outreach and
Education Plan (518 Overlay)**

Dear Secretary Burgess:

Pursuant to the Commission's September 15, 2016 Order and letter dated February 7, 2017 in the above-referenced case, Barr Tell USA, Inc (hereafter "Barr tell") now submits this revised plan for its customer outreach and education process.

As we had originally submitted to the Commission on November 15, 2016 Barr Tell planned to issue two different customer notifications to begin the process of the customer outreach and education plan and begin to prepare them for the new NPA of 838. Of course, the new 838 NPA is needed to meet the demand for telephone numbers as an "overlay" to be superimposed over the 518 area code, which covers almost all of 17 counties in eastern upstate New York considered LATA 134.

Because the 518 NPA was declared to be in jeopardy we had responded to the Commission that the first of Barr Tell's notices were to be sent out to the customers in February 2017 explaining the dialing procedures being scheduled for March 18, 2017. This first phase has been completed.

After this scheduled date to complete calls within the 518 area code region, the new dialing procedures require callers to dial area code + telephone

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number. This meant that all calls in the 518 area code that are currently dialed with seven digits will need to be dialed using ten digits, i.e, with the area code + telephone number. The same dialing procedure will then apply to all telephone numbers to be assigned in the new 838 area code. However, from this date in March till August 19, 2017 dialing seven digits will still complete the calls until the 10 digit dialing becomes mandatory.

After this date of August 19, 2017, if the new dialing procedure is not used, calls will not be completed and a recording will instruct the caller to hang up and dial again.

As of September 19, 2017 all new telephone lines and/or services in this area and/or LATA will be assigned numbers using the new 838 area code. All calls made within and between area codes 518 and 838 must also be placed using the 10-digit telephone number (518 or 838 plus the 7-digit telephone number). All the existing 518 telephone numbers will not change or be effected.

The new area code will have no effect on the price of a call, the coverage area and the rates and services will not change due to the overlay.

Customers using automatic dialing equipment, or other types of equipment that are programmed with 7-digit telephone numbers must reprogram their equipment with the 10- digit telephone numbers since the dialing pattern will be affected by the new overlay.

Barr Tell's second notification will go out to the customers between July 1st and July 18th to make sure they are again notified of the new dialing procedures that will become mandatory on August 19, 2017 as well as the new area code. This will be done by an additional billing insert and/or billing message sent either in the regular mail or electronically

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Starting in early December 2016 Barr Tell had began educating its sales staff and customer service representatives regarding the 838 overlay plan and dialing digit plan, so that they would be able to accurately communicate information about the plan to all those concerned.

In addition to Barr Tell providing the above notices of using billing messages Barr Tell will also post the relevant information about the overlay plan on its Customer website. This will provide Barr Tell customers with sufficient notice and education about the changes and any impact it may have on their telephone service(s).

If you should have any questions in regards to this information or anything else is needed, please do not hesitate to contact me directly at (516) 708-0111.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Harold Barr", with a long, sweeping horizontal line extending to the right.

Harold Barr,
President

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