December 22, 2015

VIA EMAIL

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

RE: Case 15-C-0168 - Broadview Networks, Inc. Customer Outreach and Education Plan

Dear Secretary Burgess:

In compliance with the November 23, 2015 order in the above-referenced case, Broadview Networks, Inc. ("Broadview") is providing its Customer Outreach and Education Plan. Broadview intends to undertake and implement the following to inform and educate its customers about the new 332 area code overlaying the existing 212/646/917 area.

Broadview's Customer Outreach and Education Plan will consist of two separate notices to applicable customers affected by the area code overlay. The first notice will be a separate mailing and will be sent to customers September 10, 2016. The second notice will be via bill message and will be sent to all impacted customers throughout the month of April, 2017. The proposed customer notice and bill message are attached to this letter.

Prior to providing the customer notices, Broadview's customer facing employees will be educated of the area code overlay and the impact it will have for customers. Employees will receive copies of the notice materials and will be given direction for handling customer inquiries.

If there are any questions pertaining to this filing, please contact me directly.

Sincerely,

/s/ Jarrod Harper
Jarrod Harper
Manager, Regulatory & Compliance

Proposed September 10, 2016 Customer Notice

Area Code Overlay Approved for the New York 212/646/917 Area Codes

To ensure a continuing supply of telephone numbers, the new 332 area code will be added to the area currently served by 212/646/917 area codes. This is known as an area code overlay.

What is an area code overlay?

An overlay is the addition of another area code (332) to the same geographic region as the existing area code(s) (212/646/917). **An overlay does not require customers to change their existing area code.**

Who will be affected?

The 212/646/917 area codes serve the borough of Manhattan. The new **332 area code** will serve the same geographic area currently served by the existing 212/646/917 area codes.

What will be the dialing procedure?

There is no change to current dialing procedures. To complete local calls in the 212/646/917 area codes, dialing procedures require ten digit dialing, that is, the **area code + telephone number.** The same dialing procedure will apply to telephone numbers assigned to the new 332 area code.

When will the change begin?

Beginning **June 10, 2017**, new telephone lines or services may be assigned numbers using the new 332 area code.

What will remain the same?

- Your telephone number, including current area code, will not change.
- The price of a call, coverage area, or other rates and services will not change due to the overlay.
- What is a local call now will remain a local call.
- You will continue to dial 1+ area code + telephone number for all long distance calls.
- You can still dial just three digits to reach 911.
- If 211, 311, 411, 511, 611, 711 or 811 are currently available in your community you will still dial these codes with just three digits.

Who may you contact with questions?

If you have any questions regarding information provided in this notice, please call Broadview Networks, Inc. at 1-800-BROADVIEW for more information. You can also visit the Department of Public Service Commission of New York's website at http://www.dps.ny.gov/ for further information.

Proposed April 2017 Bill Message

Beginning June 10, 2017 services in your area may be assigned numbers using the new 332 area code. There is no change to current dialing procedures.

To complete local calls in the 212/646/917/332 area codes, dialing procedures continue to require the area code + telephone number.