



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

May 1, 2022

Re: Case 21-C-0473 – NPA Relief Plan for the NY 516 Area Code

Dear Secretary Phillips:

In response to Order issue on January 20, 2022, in the above-named proceeding, Telengy LLC respectfully submits the following customer outreach and education plan.

The plan that that is detailed below will be used to inform our NY Based Customers about the upcoming changes related to the new 363 overlay area code.

Prior to reviewing our plan, please note *that we already require that all of our customers dial 11 Digits in order to send an outbound call via our service and this requirement has now been in place on our service for several years.*

Introduction/Overview:

On 1/20/2022 the New York Public Service Commission issued an order approving an all-services overlay to provide long-term numbering relief for the 516 area code. Similar to prior decisions in other area codes (ex: 934, 838, etc) the Commission determined that the overlay approach is less costly, less disruptive, less likely to frustrate customers, and more likely to enhance the public interest versus alternative approaches.

The order directed the North American Numbering Plan Administrator (NANPA) to release a new 363 NPA and directed all carriers that hold numbering resources in the current 516 NPA to develop and execute outreach and education plans to inform their subscribers of the overlay and the new 363 NPA.

Below is a summary that details our Outreach and Education Program and the Key Messages associated with it.

Outreach and Education Program

Telengy LLC proposes using the following plans and procedures, which have a successful “track record” on prior area code overlays, to both educate and prepare customers for the forthcoming area code relief implementation plan specific to the 516 area code:



- During the months of November and December (2022) advisories will be posted in our Online Account Management Portal, which is available to all customers; to both inform them about the activation of the 363 Area Code (in 2023) and also to remind them of our 11-Digit Dialing Requirement for placing outbound calls via our service. In these advisories we will reference the following FAQ Entry which is already published on our website - <http://www.callcentric.com/faq/6/181>
- As soon as we have been allocated numbers from the “363” area code to distribute to our customers, we will send an e-mail to alert customers that numbers from this area (363) are now available and also to remind them of our 11-Digit Dialing Requirement for placing outbound calls via our service
- During our November and December 2022 billing cycles, we will post advisories in our billing emails and/or electronic invoice statements to both introduce the soon to be released “363” area code and also to remind customers of our 11-Digit Dialing Requirement
- Telengy LLC will assist as/if needed in the distribution of a committee developed “news release” to ensure a consistent message is relayed to the public regarding the forthcoming change
- Customer Support and Sales Representatives will be educated about the 516/363 Overlay and trained to answer customer inquiries related to it.

Key Messages

In-line with the industry consensus, key messaging to customers will include the following:

- Existing telephone numbers and pricing will not change
- Reminders of our 11-Digit Dialing Requirement for placing outbound calls via our service
- An advisory to let customers know when numbers from the new 3 Overlay NPA are available

When you have a chance, please confirm receipt of our Outreach and Education Plan as it pertains to the 516/363 area code overlay and let us know if it is acceptable for your requirements.

If our plan needs any revisions, if you need any additional details from our end, or if I can be of further assistance in any way; please feel free to contact me as needed. I look forward to your update, thank you.

Sincerely,

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