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March 27, 2019

Ms. Tanowa M. Troupe, Secretary  
Public Utilities Commission of Ohio  
180 East Broad Street, 11th Floor  
Columbus, Ohio 43215-3793

Re: Case No. 17-2329-TP-COI  
Exhaust Relief for Area Code "937"

Dear Ms. Troupe:

In its Opinion and Order ("Order") granting exhaust relief in Area Code "937" that was adopted in the referenced case on May 23, 2018, the Commission directed each NXX code holder in the "937" NPA to file its consumer education plan. The following participating code holders have collaborated and worked with the Commission Staff on the attached consumer education plan, which is hereby filed in compliance with the Order's directive.

- AIRUS, INC
- AT&T CORP.
- AT&T LOCAL
- AT&T OHIO (f/k/a AMERITECH OHIO)
- BRIGHTLINK COMMUNICATIONS, LLC
- BROADVOX-CLEC, LLC – OH
- CELLCO PARTNERSHIP DBA VERIZON WIRELESS – OH
- CENTURYLINK COMMUNICATIONS LLC
- CHOICE ONE COMMUNICATIONS, INC. – OH
- CINCINNATI BELL ANY DISTANCE INC. – OH
- CINCINNATI BELL EXTENDED TERRITORIES LLC – OH
- CITYNET OHIO, LLC – OH
- CT COMMUNICATIONS NETWORK, INC. – OH
- GERMANTOWN INDEPENDENT TELEPHONE CO. (now CONSOLIDATED COMMUNICATIONS OF OHIO COMPANY, LLC)
- GOLDSTAR COMMUNICATIONS, LLC – OH



- HORIZON SERVICES, INC. – OH
- ICG TELECOM GROUP – OH
- INTERMEDIA COMMUNICATIONS INC. – OH
- LEVEL 3 COMMUNICATIONS, LLC – OH
- LEVEL 3 TELECOM OF OHIO, LLC – OH
- MCI WORLDCOM COMMUNICATIONS, INC. – OH
- NEW CINGULAR WIRELESS PCS, LLC – IL
- ONVOY, LLC – OH
- PEERLESS NETWORK OF OHIO, LLC – OH
- SIGECOM, LLC DBA WOW INTERNET CABLE AND PHONE
- SPRINT SPECTRUM L.P.
- THE CHAMPAIGN TELEPHONE COMPANY
- TIME WARNER CABLE INFORMATION SVCS (OHIO) – OH
- T-MOBILE USA, INC.
- UNITED TEL. CO. OF INDIANA, INC. DBA CENTURYLINK
- UNITED TEL. CO. OF OHIO – CENTURYLINK
- USA MOBILITY WIRELESS, INC.
- VONAGE NETWORK INC.
- WINDSTREAM NUVOX OHIO, LLC
- WINDSTREAM OHIO, LLC

The undersigned has been authorized by each entity listed above to make this joint filing on their behalf.

Thank you for your courtesy and assistance in this matter. Please contact me if you have any questions.

Sincerely,

A handwritten signature in black ink, appearing to read "Mark R. Ortlieb", followed by a horizontal line.

Mark R. Ortlieb  
Attorney for AT&T Ohio

## CONSUMER EDUCATION PLAN

Activity	Description	Audience	Shared or Individual Carrier Effort	Date To Be Completed By
1	Effective date of decision approving 326 area code overlay	NA	NA	May 23, 2018
2	Initial 326 Implementation Meeting	Public Utilities Commission of Ohio (PUCO) Staff and Industry	Shared	June 19, 2018
3	First round of Special Letters sent out to: Letters to the Directory Publishers, Coin Operated Payphone Providers, Alarm Association, and 911 County Coordinators & PSAPs.	Special Interest Groups	Committee Co-Chairs	April 15, 2019
4	Overlay information distributed internally as job aid for customer service representatives to answer customer questions. There should not be a need for Representatives to refer questions to the PUCO.	All Carrier Customer Service Representatives	Individual	June 15, 2019
5	326 overlay update to industry websites.	All Carriers	Individual	June 15, 2019
6	<b>Customer Notification No. 1:</b> Announce the new area code plan. Include permissive dialing information about 10-digit dialing, indicate the affected areas, and what customers need to do to prepare for the dialing change.	All Carriers	Individual	July 10, 2019
7	First news release describing the 326 area code relief plan for distribution within the 937 area code.	Statewide	Shared	August 5, 2019
8	<b>Begin Permissive Dialing</b>	All Carriers	Individual	<b>August 10, 2019</b>
9	Second round of Special Letters sent out to: Letters to the Directory Publishers, Coin Operated Payphone Providers, Alarm Association, and 911 County Coordinators & PSAPs.	Special Interest Groups	Committee Co-Chairs	December 15, 2019
10	<b>Customer Notification No. 2:</b> Final notification to alert customers of the mandatory local 10 digit dialing changes in the affected areas and the activation of the new 326 area code.	All Carriers	Individual	January 8, 2020
11	News release describing 326 area code relief plan for distribution within the 937 area code.	Statewide	Shared	February 3, 2020
12	<b>Begin Mandatory Dialing</b>	All Carriers	Individual	<b>February 8, 2020</b>
13	Implement recorded message instructing customers to dial 10 digits when attempting a 7-digit call after mandatory dialing has begun.	All Carriers	Individual	February 8, 2020
14	Earliest date that 326 numbers can be assigned and implementation completed.	All Carriers	Shared	<b>March 8, 2020</b>

**This foregoing document was electronically filed with the Public Utilities**

**Commission of Ohio Docketing Information System on**

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**in**

**Case No(s). 17-2329-TP-COI**

Summary: Comments OH 937-326 Joint Overlay Compliance Filing Final 032719  
electronically filed by Mr. Mark R Ortlieb on behalf of Ohio Bell Telephone Company and AT&T  
Ohio