



401 Merritt 7, Norwalk, CT 06851
Frontier.com

May 18, 2022

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

Re: Case No. 21-873-TP-COI
Exhaust Relief for the 513 Area Code
Consumer Education Plan

Dear Ms. Troupe,

Frontier North, Inc. ("Frontier") hereby submits the attached consumer education plan as directed in the Commission's March 9, 2022, Entry issued in the matter. Frontier has become aware that it was not included in the industry filing made on May 2 and, with this filing, is submitting a consumer education plan consistent with the industry plan filed on May 2.

Frontier North, Inc. will participate in industry meetings for implementing the new 283 NPA to ensure the listed milestone and customer education plan dates are met.

Network Prep and Customer Education Begins:	7/29/2022
Earliest date 283 Codes Can Be Requested:	2/21/2023
Completion of Network Prep and Customer Education:	4/28/2023
Effective Date of New 283 NPA:	4/28/2023

Please contact me if you have any questions.

Jack D. Phillips

Vice President, Regulatory Affairs
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952-210-0722



Activity	Description	Responsibility	Shared or Individual Carrier Action	Completion Date
1	Date of decision approving 513-283 area code overlay	Ohio Public Utilities Commission	N/A	12/15/2021
2	Commission to issue Initial Press Release	Ohio Public Utilities Commission	Individual	12/15/2021 (Completed)
3	Provide OH PUC with Customer Education Plan for the new overlay in the 283 NPA	All Carriers or Industry Team Chairs and carriers asking to participate in joint filing	Individual	5/1/2022
4	Kick-Off Meeting	Ohio PUC Staff and Industry	Shared	7/29/2022
5	Develop Customer Education Milestones	All Carriers	Shared	7/29/2022
6	Review impacted directories and make necessary arrangements to update directories	Carriers with Directories	Shared	Ongoing
7	Notify directory publishers of new 283 NPA so they can add it to their directories in next publication	Industry Team Chairs	Shared	8/28/2022
8	Supply Verbiage for Customer Notification	Industry Team Chairs	Shared	11/28/2022
9	Send special letters to 911 County Coordinators/PSAPs.	Industry Team Chairs	Shared	11/28/2022
10	Update Social Media outlets to include the overlay information	All Carriers (Voluntary)	Individual	12/1/2022



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Activity	Description	Responsibility	Shared or Individual Carrier Action	Completion Date
11	Overlay information distributed internally by carriers as a job aid for customer service representatives to answer customer questions.	All Carriers	Individual	2/15/2023
12	Update internal and external web sites	All Carriers	Individual	2/15/2023
13	Issue Customer Notification	All Carriers	Individual	March 2023 billing cycle
14	Supply Verbiage for Press Release to Industry	Industry Team Chairs	Shared	12/1/2022
15	Issue Press Release	Ohio PUC & service providers who have the ability	Individual	4/24/2023
16	Earliest First Code Activation in new 283 Area Code	All Carriers		4/28/2023

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

Case No(s). 21-0873-TP-COI

Summary: Entry Frontier North Inc. Consumer Education Exhaust Relief Plan for Area Code "513" electronically filed by Mr. Jack D Phillips on behalf of Frontier North Inc.