

FILE



May 18, 2022

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

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

Dear Ms. Troupe:

In its entry issued in this matter on March 9, 2022, the Commission directed each NXX code holder in the "513" NPA to file its consumer education plan on or before May 2, 2022. Please see the attached consumer education plan for Vonage Holdings Corp.

Sincerely,

Michael Ortega  
U.S. North American Numbering Plan Manager  
Vonage Holdings Corp.  
703-304-8288  
michael.ortega@vonage.com

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Technician 82 Date Processed 5.19.22



#### Key Dates

Network Prep and Customer Education Begins: 1/7/2022  
 Earliest date 283 codes can be requested: 2/21/2023  
 Completion of Network Prep and Customer Education: 3/28/2023  
 Effective Date of new 283 NPA: 4/28/2023

Activity	Description	Responsibility	Shared or Individual Carrier Effort	Date to be Completed by
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 PUC	Individual	12/15/2021
3	Provide OH PUC on Customer Education Plan for the new overlay in the 283 NPA (joint filing).	Tri-Chairs and service providers asking to participate	Shared	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	Tri-Chairs	Shared	11/28/2022
8	Supply Verbiage for Customer Notification	Tri-Chairs	Shared	11/28/2022
9	Send reminder/special letters to 911 County Coordinators/PSAPs.	Tri-Chairs	Shared	11/28/2022
10	Overlay information distributed internally by carriers as a job aid for customer service representatives to answer customer questions.	All Carriers	Individual	3/15/2023
11	Update internal and external web sites	All Carriers	Individual	3/28/2023
12	Update Social Media outlets to include the subsequent overlay information	All Carriers (Voluntary)	Individual	5/1/2022
13	Issue Customer Notification	All Carriers	Individual	March 2023 billing cycle
14	Supply Verbiage for Press Release to Industry	Tri-Chairs	Shared	12/1/2022
15	Issue Press Release	Ohio PUC & service providers who have the	Individual	4/23/2023
16	Earliest First Code Activation in new 283 Area Code	All Carriers		4/28/2023