



221 E. Fourth St.  
P.O. Box 2301  
Cincinnati, Ohio 45201-2301

August 2, 2022

Ms. Tanowa Troupe  
Docketing Division Chief  
The Public Utilities Commission of Ohio  
180 East Broad Street, 10th Floor  
Columbus, Ohio 43215-3793

RE: Case No. 21-873-TP-COI  
Exhaust Relief for Area Code "513"  
Customer 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 May 2, 2022, Lumen filed a customer education plan for itself and a number of participating code holders.

Cincinnati Bell Extended Territories (CBET) concurs with, and will follow, the Customer Education Plan filed by Lumen, et al on May 2, 2022. The Customer Education Plan is shown below.

Please direct questions to me. I can be reached at (513) 397-1231 or via email at [mike.bishop@altafiber.com](mailto:mike.bishop@altafiber.com).

Sincerely,

/s/ Michael E. Bishop

Michael E. Bishop  
Senior Manager –Switched  
Services & Regulatory



			<b>Key Dates</b>		
		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		
<b>#</b>	<b>Customer Education</b>	<b>Responsibility</b>	<b>Target Completion Date</b>	<b>Status</b>	<b>Comments</b>
1	Provide OH PUC on Customer Education Plan for the new overlay in the 283 NPA (joint filing).	Tri-Chairs	5/1/2022		
2	Kick-Off Meeting	All Carriers	7/29/2022		
3	Develop Customer Education Milestones	All Carriers	7/29/2022		To be modified as needed
4	Commission to issue Initial Press Release	OH Public Utilities Commission	9/10/2022		Tri-Chairs to send a draft initial press release to Commission Staff
5	Review impacted directories and make necessary arrangements to update directories	Carriers with Directories	Ongoing		Carriers with directories to review directory publication deadlines and take appropriate actions to update directories as new publications are developed.

6	Notify directory publishers of new 283 NPA so they can add it to their directories in next publication	Tri-Chairs	11/28/2022		
7	Supply Verbiage for Customer Notification	Tri-Chairs	11/28/2022		Tri-Chairs to provide a template for a bill insert/bill message that carriers can use to educate their customers.
8	Update internal and external web sites	All Carriers	3/28/2023		Carriers to update internal and external websites to include new 283 area code information.
9	Update Social Media outlets to include the subsequent overlay information	All Carriers	5/1/2022		Carriers encouraged to use social media outlets where possible to communicate information about the new 283 area code.
10	Issue Customer Notification	All Carriers	March 2023 billing cycle		Carriers may use template provided by the co-chairs or tweak it as needed to fit their own needs. Carriers should run the bill insert or bill message during their August billing cycles (or July and August if running for two months) to ensure 910 area customers are aware of the new 283 area code.
11	Supply Verbiage for Press Release to Industry	Tri-Chairs	12/1/2022		Co-chairs to distribute a template for a press release that the NC Utilities Commission and Carriers (optional for carriers) can issue to ensure the public is

					aware of the new 283 area code.
12	Monitor OH 513 CO code assignments	NANPA	Report on Monthly Calls	Ongoing	See Quick Reference Tab for details.
13	Issue Press Release	All Carriers & Commission	4/23/2023		Press release should be issued sometime during the week prior to the effective date of the new 283 area code.
14	Earliest First Code Activation in new 283 Area Code	All Carriers	4/28/2023		All remaining 513 code must be assigned before the 283 code can be assigned

**This foregoing document was electronically filed with the Public Utilities  
Commission of Ohio Docketing Information System on**

**8/2/2022 2:39:32 PM**

**in**

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

Summary: Notification Notification of NPA 283 Overlay for 513 NPA Customer  
Education Plan electronically filed by Mr. Michael E. Bishop on behalf of  
CINCINNATI BELL EXTENDED TERRITORIES LLC MANAGING DIRECTOR  
REGULATORY & GOVT AFFAIRS