

August 2, 2022

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

 **FILE**

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2022 AUG -8 PM 2: 28

PUCO

Re: Case 21-873-TP-COI
Exhaust Relief for Area Code "513"
Consumer Education Plan

Dear Ms. Troupe:

In response to the March 9, 2022 Order issues in the above-named proceeding, YMAX Communication respectfully submits the following customer outreach and education plan.

YMAX Communications plans to implement the following customer education initiatives to educate its customer base about the new 283 area code overlying the existing 513 area.

Prior to the notifying customers, YMAX will educate all employees, call centers and sales teams of the area code overlay change and its impact to customers. These teams will also receive copies of the notices and provided the process and directions needed to support any customer contacts and questions.

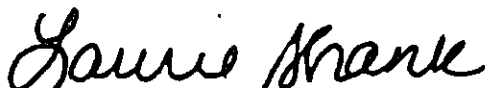
YMAX Communications will send customer notifications via email. They will be delivered to all customers in March 2023. The notifications will advise that the new 283 area code is needed to meet the demand for the telephone numbers and will be 'overlaid' over the area now service by the 513-area code.

Starting April 8, 2023, customers requesting new telephone lines or services in the 513 NPA may be assigned telephone numbers in the new 283 area code. As a result of this overlay existing telephone numbers, including the current area code will not change nor will their local calling areas.

YMAX Communications will ensure its customers receive effective notice and provide as much information as possible to reduce confusion and frustration of our customers. YMAX Communications believes the education plan outlined above will complete this.

Please feel free to contact me if you have any questions.

Respectfully Submitted,



Laurie Frank
Vice President, Operations

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Technician EC Date Processed 8/8/2022