

September 25, 2023

Public Utilities Commission of Ohio
Attention: Docketing Division
180 East Broad Street
Columbus, OH 43215-3793

RE: Exhaust Relief for Area Code "440"
Consumer Education Plan
Case No. 22-0631-TP-COI

Dear Docketing Division:

In response to the December 14, 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 436 area code overlying the existing 440 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 January and February 2024. The notifications will advise that the new 436 area code is needed to meet the demand for the telephone numbers and will be 'overlaid' over the area now service by the 440-area code.

Starting March 1, 2024, customers requesting new telephone lines or services in the 440 NPA may be assigned telephone numbers in the new 436 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
COO

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

9/25/2023 2:37:40 PM

in

Case No(s). 22-0631-TP-COI

Summary: Correspondence Customer Education Plan for Exhaust Relief for Area
Code 440 - YMax Communications. electronically filed by Tina Tecce on behalf of
YMax Communications Corp. and Tina Tecce.