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December 1, 2015.

Re: NPA 380 to Overlay NPA 614 (OH)

Dear Customer,

On June 27, 2001, the Public Utilities Commission of Ohio (PUCO) in Case No. 00-1260-TPCOI,

approved an all services overlay as the relief method for the 614 NPA, which serves the

central region of Ohio. The new 380 NPA will serve the same geographic area currently served

by the existing 614 NPA. A map showing the area served by these NPAs is attached.

On January 14, 2015, the PUCO issued its decision that the telecommunications industry is

directed to take the necessary steps to ensure that the implementation of the 380 NPA and

mandatory ten-and eleven-digit dialing occur in the 614 and 380 NPAs consistent with the

forecasted second quarter 2016 exhaust date.

**Implementation of Relief Plan**

Implementation of the overlay of the 380 NPA is as follows:

|  |  |  |
| --- | --- | --- |
|  | Time | Date |
| Start Network Preparation and  Customer Education |  | 02/04/2015 |
| Continue/Start permissive  seven-, ten-, and eleven-digit  local dialing | 12:01 AM ET | 08/01/2015 |
| End of permissive dialing and  start of mandatory ten-digit/  eleven-digit local dialing | 12:01 AM ET | 01/30/2016 |
| Earliest new NPA central office  code activation date \* | - | 02/27/2016 |
| Earliest date central office  codes in the new NPA may be  ordered through NANPA | - | 12/23/2015 |

\* Effective Date of the New 380 NPA

During the permissive dialing period, subscribers may dial local calls within the overlay area on

either a 7-digit or 10 or 11-digit basis, but will be encouraged to dial 10- or 11-digits. After the

permissive period ends, all calls must be dialed using 10- or 11-digits.

When preparing for overlay area code relief, carriers are strongly encouraged to prepare their

switches to begin sending 10 digits prior to the mandatory 10-digit dialing conversion date for

customers.

**PHASE I**

**Permissive Dialing Date –Began August 1, 2015:** During the permissive dialing period, subscribers may dial local calls within the overlay area on either a 7-digit or 10-digit basis, but will be encouraged to dial 10-digits. After the permissive period ends, all calls must be dialed using 10-digits.

When preparing for overlay area code relief, carriers are strongly encouraged to prepare their switches to begin sending 10 digits prior to the mandatory 10-digit dialing conversion date for customers.

**PHASE II**

**Mandatory 10 Digit Dialing Date – Begins January 30, 2016:** All callers must dial local calls with 10 digits. If you inadvertently dial 7 digits, your call will not be completed and a recording will prompt you to hang up and dial again.

**Dialing Plan**

Coincident with the introduction of mandatory 10-digit dialing, the dialing plan for the 614 and

380 NPAs will be as follows:

|  |  |  |
| --- | --- | --- |
| Type of call | Call terminating in | Dialing plan |
| Local Call | Home NPA (HNPA) or  Foreign NPA (FNPA) | 10-digits (NPA-NXX-XXXX)\* |
| Toll Call | HNPA or FNPA | 1 + 10-digits (1 + NPA-NXX-XXXX) |
| Operator Services  Credit card, collect, third party | HNPA or FNPA | 0 + 10-digits (0 + NPA-NXX-XXXX) |

\*1+10 digit permissible required excluding CMRS providers

To prepare for this overlay, please note the following:

* Notify your clients, vendors, domestic and international of your new area code.
* Inform employees, customers, and co-workers.
* Changes in telephone equipment should be directed to the equipment vendor.
* Utilize the applicable test number to make sure your equipment recognizes the new area code.
* Update all correspondence, such as stationery, business cards, checks, brochures, promotional items, internet web pages, catalogs, directory listings.
* Reprogram features such as Auto-Dialing, Speed dialing, and Call Forwarding.
* Reprogram security doors and gate systems.
* Contact your service provider to update your cell phone and other wireless communications.
* Internet dial-up connection may need reprogramming or upgraded.
* Notify Alarm system providers of the new area code + telephone number so they can update their records and equipment as needed.

The area code overlay will not affect the cost of a call. Costs incurred for updating systems and revising printed materials is the responsibility of the customer. The directory listings (white pages) will be updated by the telecommunications industry. Listings appearing in other directories will be the responsibility of the customer.

If you have any additional questions, please contact your Premier Specialist or Customer Service 1-866-847-5500.