



Aero Communications, LLC



CSI Telecom Group, INC
d/b/a Aero Communications, LLC
3901 Technology Drive
Paducah, KY 42001
Phone: 1-800-203-1853

January 21, 2013

Jeff Derouen, Executive Director
Public Service Commission of the Commonwealth of Kentucky
211 Sower Boulevard
Frankfort, Kentucky 40602-0615

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PUBLIC SERVICE
COMMISSION

RE: Case Number 2012-00129
Customer Education Plan for New 364 Area Code:

This letter outlines the west Kentucky 364 area code Customer Education Plans for Aero Communications, LLC, a fully owned subsidiary of CSI Telecom Group, INC, pursuant to **Case Number 2012-00129**.

Aero Communications will:

- Include a bill message for all current 270 region customers, informing them of the new 364 area code and 10 digit dialing requirements on their monthly invoice.
- Publish the attached informative document on our website for easy online reference at any time. The online webpage location for the attached document will also be included on the bill message.

If there are any questions concerning our customer education plan, please contact Aero Communications at 1-800-203-1853.

Sincerely,

Scott Stewart

Aero Telecomm Manager



Aero Communications, LLC



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Important Information regarding new Kentucky Area Code 364

Dear Valued CSI Telecom Group Customer:

Western Kentucky's telephone number system is changing. As you may or may not know, we will be gaining a new area code in the current 270 region. The new area code, 364, will be an overlay into the current 270 region.

What does this mean for you?

- 1. 10 digit dialing** – Currently, customers may dial a call by dialing 7 digits (such as 448-XXXX) to complete a call. With the new area code, all calls will require the area code “270” or “364” to connect a call. All customers will need to use 10 digits to complete calls. Local calls will not need a “1” or a “0” to dial local calling between Area code 270 or 364. Local calling rates will not be affected by the new area code.
- 2. Permissive 10 digit dialing phase** – Beginning August 3rd, 2013, our customers may begin using 10 digit dialing. We recommend getting used to 10 digits at this time. You may also use 7 digit dialing, up until February 1st 2014. During this phase, we recommend preparing for permanent 10 digit routing for your business or residence.
 - **Update websites and advertising materials** – It's highly recommended that our customers check their webpages, stationary, and printed materials to ensure business materials contain the correct area code.
 - **Update current programmed equipment** – Specific telephone features such as call forwarding, call blocking, voicemail, and wireless phones store dialing data that could be set to 7 digits. We recommend checking these features, as well as mobile phone contacts, and updating where needed to 10 digit dialing. Any equipment with automatic dialing features will be affected. **This may include configurations for fax machines, dial-up modems, internet connections, multi-line key or PBX systems.**
 - **Security Systems** – Any customer who uses a security system that connects to a phone line will need to contact their vendor to determine if their equipment needs to be reprogrammed for 10 digit dialing.

Starting **February 1st, 2014**, 10 digit dialing will be the only way to dial another local telephone. On **March 3rd, 2014**, telephone providers will begin the process of issuing 364 area code numbers for customer use.