

**COMPETITIVE LOCAL CARRIER**

10. 211 COMMUNITY INFORMATION AND REFERRAL SERVICE ORIGINATION SERVICE

(N)

10.1 GENERAL

10.1.1 APPLICABILITY

211 Service is an Information and Referral service that allows the Company's local exchange end users within the Company's serving area to reach the authorized 211 Service Provider ("211 Service Provider") by dialing an abbreviated telephone number: 2-1-1 (or "211"). 211 Service is an Information and Referral routing service that determines the central office serving the calling party, converts the 211 dialed digits to a Routing Telephone Number ("RTN") and then uses the RTN to complete the call over the public switched network to a call center designated by the 211 Service Provider.

10.1.2 TERRITORY

211 Service is provided to the Company's customers within the Company's exchange area as this area is defined on a map filed as part of the tariff schedules.

10.2 RATES

The 211 Service Provider shall pay the recurring and nonrecurring rates and charges set forth below in connection with 211 Service. The prices set forth below do not include any applicable CPUC or FCC mandated charges, or applicable taxes.

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
211 Service	\$15.00	N/A
211 Routing Setup or Change, per 211 Service Provider-requested change	N/A	\$177.00
211 Central Office Charge, per Central Office Switch	N/A	\$475.00

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**10. 211 COMMUNITY INFORMATION AND REFERRAL SERVICE  
ORINATION SERVICE – (Cont'd)**

(N)

10.3 SPECIAL CONDITIONS

10.3.1 AVAILABILITY

211 Service is available free of charge to end users from subscriber locations within the Company's exchange area. 211 Service will only be available from coin operated pay telephones that have been correctly programmed by the payphone service providers to allow 211 dialing. 211 Service Provider is responsible for advising payphone service providers of the potential need to reprogram coin-operated pay telephones to allow 211 dialing.

10.3.2 LIMITATIONS

- (A) There can be only one 211 Service Provider for each of the Company's Central Office NPA-NXX (Area Code and Prefix) combinations (each combination is defined as a "211 service area"). This limitation assures that 211 calls from an end user located within a 211 service area can be routed to a unique 211 call center. Typically, the Company will route calls based on the serving central office. The Company will default-route 211-dialed calls to a vacant code message or to a fast-busy signal if 211 Service has not been activated from the caller's serving central office or originating NPA-NXX.
- (B) 211 Service is not available to end users when their basic local dialtone service is disconnected. 211 Service will only be available to PBX and Key switching systems ("Customer Premises Equipment" or "CPE") when those systems have been correctly programmed by the owner of the CPE to allow 211 dialing.
- (C) 211 Service will not complete calls dialed using 0+211 or 1+211, payphone calls from a correctional institution, or operator-assisted calls.

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**10. 211 COMMUNITY INFORMATION AND REFERRAL SERVICE**

**ORIGINATION SERVICE – (Cont'd)**

10.3 SPECIAL CONDITIONS – (Cont'd)

10.3.2 LIMITATIONS – (Cont'd)

(D) The 211 Service Provider may designate only one RTN per 211 service area, but may designate different RTNs for different 211 service areas, as follows:

- (1) If the 211 Service Provider utilizes more than one 211 RTN, it must designate the specific stand-alone, host, or remote central offices to be served by each RTN.
- (2) Only one RTN can serve a Central Office switch NPA-NXX serving area. The RTN requested by the 211 Service Provider can be either a locally-routed number or a toll-free telephone number obtained by the 211 Service Provider from its carrier of choice. If any of the NPA-NXXs in a serving area will incur a toll charge, the RTN must be a toll-free number for that serving area.
- (3) 211 calls are not permitted where local calling is restricted (e.g., prisons).

(E) Usage charges for 8YY (toll-free prefix) telephone numbers obtained by the 211 Service Provider and used as RTNs will be billed by the 211 Service Provider's 8YY carrier of choice. Such charges are the responsibility of the 211 Service Provider, and are not covered by the Company's 211 Service, rates and/or charges.

(F) The 211 Service Provider is responsible for ordering all requisite circuits and customer premises equipment to enable the 211 Service Provider's designated call center(s) to process 211 call volumes in a fashion that meets the 211 Service Provider's internal service-level requirements.

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10. 211 COMMUNITY INFORMATION AND REFERRAL SERVICE  
ORIGINATION SERVICE – (Cont'd)

(N)

10.3 SPECIAL CONDITIONS – (Cont'd)

10.3.2 LIMITATIONS – (Cont'd)

(G) The 211 Service Provider is responsible for notifying/educating the public concerning the geographic jurisdiction where the 211 Service is available and its potential uses and benefits.

(H) 211 Service is offered subject to the availability of facilities.

(I) The Company shall not be liable for any loss or damage resulting from any cause beyond its reasonable control, such as, but not limited to, fire, explosion, lightning, flood, earthquake, power surges or failures, strikes or labor disputes, floods, storms, acts of God, war, civil disturbances, acts of civil or military authorities or the public enemy (including terrorist acts), delays caused by 211 Service Provider or 211 Service Provider's service or equipment or any other causes beyond the Company's reasonable control. Upon occurrence of any such event and to the extent such occurrence interferes with the Company's provision of 211 Service, the Company shall be excused from performance during the period of such interference provided that it exercises good faith and reasonable efforts to avoid or remove such causes of nonperformance.

10.3.3 RATE REGULATIONS

In addition to the rates and conditions specified herein, all rules, regulations, charges and rates in conjunction with the services furnished elsewhere in the tariffs are also applicable to the service provided under this schedule.

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