

1. 5-1-1 TRANSPORTATION INFORMATION SERVICE**A. DESCRIPTION**

5-1-1 Transportation Information Service is a local telephone exchange communications service that allows local exchange end users to reach the 5-1-1 service provider (customer) by dialing an abbreviated telephone number, five-one-one (5-1-1).

5-1-1 is an intelligent routing service that determines the central office serving the calling party, converts the 5-1-1 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 5-1-1 customer.

The Routing Telephone Number (RTN) for 5-1-1 Service is an 800/8XX number provided by the Company or by another 800/8XX service provider. The 800/8XX number provided by the Company is billed separately as set forth in Guidebook, Part 10, Section 1.

B. REGULATIONS

1. 5-1-1 is an optional service that may be purchased only by federal, state and/or local government transportation agencies.
2. A minimum billing period of one month applies to this service.
3. There can be only one 5-1-1 customer for each stand-alone, host, or remote central office serving area (the "5-1-1 service area"). This assures that 511 calls from an end user located within a 5-1-1 service area can be routed to a unique 5-1-1 call center. The Company will route calls based on the serving central office. If a central office serves one or more remote central offices or multiple states, the Company will route the 5-1-1 calls based on the originating NPA-NXX. The Company will default route calls to one of the customer's RTNs if the Company is unable to route based on the serving central office or originating NPA-NXX.

1. 5-1-1 TRANSPORTATION INFORMATION SERVICE (cont'd)

B. REGULATIONS (cont'd)

4. When establishing a call center, the customer is responsible for informing all local exchange service providers operating within the 5-1-1 service area of the establishment of such a call center.
5. Only calls originating within an operational 5-1-1 service area will be routed to a call center. End users dialing 5-1-1 outside operational 5-1-1 service areas will receive a recorded message that the call cannot be completed as dialed.
6. The 5-1-1 customer may designate only one RTN per 5-1-1 service area but may designate different RTNs for different 5-1-1 service areas as described below:
 - a. If the customer utilizes more than one 5-1-1 RTN, it must designate the specific stand-alone, host or remote central offices to be served by each RTN.
 - b. Normally only one RTN can serve a stand-alone, host or remote central office serving area.
 - c. 5-1-1 calls are not permitted where local calling is restricted (e.g., prisons.)
7. The Company will route 5-1-1 calls originating from end users on its local exchange network whether the end users purchase service directly from the Company or from another Local Exchange Carrier (LEC) providing service to end users by utilizing Company dial tone service.
8. 5-1-1 Service is provided solely for the benefit of the customer; the provision of such service shall not be interpreted, construed or regarded as being for the benefit of or creating any obligation toward, or any right of action on behalf of, any third person or other legal entity.
9. The Company will make every effort to route 5-1-1 calls to the appropriate calling center, however, it will not be held responsible for routing mistakes and errors.
10. 5-1-1 Service will be available only in those central offices that are suitably equipped.

1. 5-1-1 TRANSPORTATION INFORMATION SERVICE (cont'd)

B. REGULATIONS (Cont'd)

11. Rules and Regulations set forth in this Guidebook are in addition to Rules and Regulations set forth in Schedule Cal.P.U.C. No. A2. and Guidebook, Part 10, Section 1.
12. Application of the Rates
 - a. Non-recurring charges and monthly rates apply for 5-1-1. The non-recurring charges associated with the establishment or modification of 5-1-1 are specified in C. following.
 - b. The 5-1-1 monthly rates are specified in C. following. In addition, the rates and charges for toll-free 800 or 8XX service provided by the Company as set forth in Guidebook, Part 10, Section 1 will apply.

1. 5-1-1 TRANSPORTATION INFORMATION SERVICE (cont'd)

C. RATES AND CHARGES¹

1. Applicable to the 5-1-1 customer

a. Establishment of and changes to 5-1-1.

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>USOC</u>
1. 5-1-1 Service - per System	NO	\$7.00	5CS
2. Per Stand-alone or Host Central Office Equipped	\$1,153.00	NO	5CHCO
3. 5-1-1 Table Changes - per customer Requested change	177.00	NO	REAL7

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