511

A.   Description

511 (511) is a service that allows local exchange end users to reach the 511 service provider (customer) by dialing an abbreviated telephone number, five-one-one (5-1-1).

511 is an intelligent routing service that determines the central office serving the calling party converts the 511 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 511 customer.

511 is an optional service that may be purchased only by a federal, state or local government transportation agency.

511 is offered subject to the availability of facilities and will be provided on a first-come, first-served basis.

511 (cont'd)

B. Terms and Conditions

1. The Company and the customer will negotiate the due date(s) for 511. A minimum service period of one month applies to this service.

2. Typically there can be only one 511 customer for each stand-alone, host, or remote central office serving area (the "511 service area"). This ensures that 511 calls from an end user located within a 511 service area can be routed to a unique 511 call center. Normally 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 511 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.

3. When establishing a call center, the customer is responsible for informing all local exchange service providers operating within the 511 service area of the establishment of such a call center.

4. Only calls originating within an operational 511 service area will be routed to a call center. End users dialing 511 outside operational 511 service areas will receive a recorded message that the call cannot be completed as dialed.

5. The 511 customer may designate only one RTN per 511 service area but may designate different RTNs for different 511 service areas as described below. The RTN must be a toll-free 8YY telephone number for central offices outside of the 511 call center's local service area.

    *   If the customer utilizes more than one 511 RTN, it must designate the specific stand-alone, host or remote central offices to be served by each RTN.
    *   Normally only one RTN can serve a stand-alone, host or remote central office serving area.
    *   511 calls are not permitted where local calling is restricted (e.g., prisons.)

    The Company will route 511 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) reselling Company service.

511 (cont'd)

B. Terms and Conditions (cont'd)

6. 511 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.

7. The Telephone Company will make every effort to route 511 calls to the appropriate calling center, however it will not be held responsible for routing mistakes and errors.

C. Application of the Rates

Nonrecurring charges and recurring rates apply for 511.

The nonrecurring charges associated with the establishment or modification of 511 are specified in D.2 and 3.

The 511 monthly recurring rates are specified in D.1. In addition, the rates and charges for toll-free 800 service (provided by the Company or another service provider) may also apply.

511 (cont'd)

D.   Rates and Charges

Description /Billing Code/	Nonrecurring Charge	Monthly Rate
1. 511 Service Per System /5CS/	-	$35.00
2. Per Stand-alone or Host Central Office Equipped /5CHCO/	$1,125.00	-
3. 511 Table Changes per customer Requested change /REAL7/	130.00	-