

211**A. Description**

211 allows end users to reach the 211 provider (Customer) by dialing an abbreviated telephone number, two-one-one (2-1-1).

211 is an intelligent routing service that determines the central office serving the calling party, converts the 211 dialed digits to a Customer-designated Routing Telephone Number (RTN) and routes the call over the public switched network to the RTN.

211 is an optional service that may be purchased only by United Way – Arkansas 2-1-1™.

211 is offered subject to the availability of facilities.

B. Terms and Conditions

1. A minimum service period of one month applies to this service.
2. Typically there can be only one 211 Customer for each stand-alone, host, or remote central office serving area (the "211 service area"). This assures that 211 calls from an end user located within a 211 service area can be routed to a unique 211 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 211 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. Only calls originating within an operational 211 service area will be routed to a call center. End users dialing 211 outside operational 211 service areas will receive a recorded message that the call cannot be completed as dialed. 211 is compatible with Caller ID Service network functionality (as described in Section 2) when used in conjunction with basic exchange services.
4. By subscribing to 211 under this guidebook, Customer agrees to comply with all applicable laws and regulations.
5. The Customer may designate only one Routing Telephone Number (RTN) per 211 service area but may designate different RTNs for different 211 service areas as described below. The RTN must be a toll-free 800 telephone number for central offices outside of the 211 call center's local service area.
 - If the Customer utilizes more than one 211 RTN, it must designate the specific stand-alone, host or remote central office(s) to be served by each RTN.
 - Normally only one RTN can serve a stand-alone, host or remote central office serving area.
 - 211 calls are not permitted where local calling is restricted (e.g., prisons).

The Company will route 211 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 the Company's service.

211 (cont'd)

B. Terms and Conditions (cont'd)

6. 211 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.
7. The Company will make every effort to route 211 calls to the appropriate calling center; however, it will not be held responsible for routing mistakes and errors. The Company's obligation under 211 ends upon call completion to the agency-designated RTN.

C. Application of Rates and Charges

Monthly rates and nonrecurring charges apply for 211. These rates and charges are specified in paragraph D. *Rates and Charges*, following.

When the customer chooses an RTN that is a toll free 800 telephone number as described in B.5 above, the rates and charges for toll-free 800 service (provided by the Company or another service provider) apply as provided in the tariff/guidebook of the applicable service provider.

D. Rates and Charges

	<u>USOC</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
211, Per System ^{/1/}	2D2	\$35.00	---
Per Host, Standalone or Remote Central Office Equipped	2CHCO	---	\$750.00
211 Table Changes Per Customer Requested Change(s), Per System.....	REAL5	---	250.00

/1/ A system is the grouping of multiple stand-alone, host and/or remote central offices serving an Arkansas Local Access Transport Area (LATA).