

511**A. Description**

511 allows end users to access a provider of travel information services (511 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 the 511 customer or to a call center or other point of destination designated by the 511 customer.

511 is an optional service that may be purchased only by state or local governments or agencies thereof, to be used exclusively for access to travel information services.

511 is offered subject to the availability of facilities.

B. Terms and Conditions

1. The Company and the 511 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 destination. 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. Only calls originating within an operational 511 service area will be routed to a 511 destination. End users dialing 511 outside operational 511 service areas will receive a recorded message that the call cannot be completed as dialed. 511 is compatible with Caller ID Service network functionality when used in conjunction with basic exchange services.
4. Subject to this subparagraph, the 511 customer may designate only one local RTN or toll-free 8YY RTN within a 511 service area.
 - Where, in the case of multiple 511 service areas, the 511 customer designates more than one RTN, the 511 customer must designate the specific stand-alone, host or remote central offices to be served by each RTN.
 - Each local RTN must be within the local service area of end users served by the stand-alone, host or remote central office. If any end user served by the stand-alone, host or remote central office would incur a toll charge to call the local RTN submitted by the 511 customer, the 511 customer must instead use a toll-free 8YY telephone number as its 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)

5. 511 Service is provided solely for the benefit of the 511 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.
6. The Company will make every effort to route 511 calls to the appropriate destination; however, it will not be held responsible for routing mistakes and errors. The Company's obligation under 511 ends upon call completion to the agency-designated RTN.
7. In addition to the terms and conditions stated in this offering, all Rules and Regulations stated in Part 2, Section 2 of this Guidebook apply.

C. Application of Rates and Charges

Monthly rates and nonrecurring charges apply for 511. These rates and charges are specified below.

When the 511 customer chooses an RTN that is a toll-free 8YY telephone number, rates and charges for toll-free 8YY service (provided by the Company or another service provider) apply as provided in the service publications of the applicable service provider.

D. Rates and Charges

	<u>USOC</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
511 Per Local Access Transport Area (LATA)	5CS	\$35.00	---
Per Host, Standalone or Remote Central Office equipped	5CHCO	---	\$650.00
511 Table Changes, Per Customer Requested Change(s), Per System	REAL7	---	240.00