

8.10 TRAVEL AND TRANSPORTATION INFORMATION SERVICES

8.10.1 AT&T 211

A. DESCRIPTION

AT&T 211 is a service that allows local exchange 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 information and referral providers as ordered in the FCC's Third Report and Order in CC Docket No. 92-105 (Released July 21, 2001) and as approved by the appropriate state authority. 211 is offered subject to the availability of facilities and where capacity exists.

B. LIABILITY

The approved Information and Referral Service Provider is liable for and will indemnify, protect, defend and hold harmless the Company against all suits, actions, claims, demands and judgments, plus any expenses and counsel fees incurred by the Company on account thereof, whether suffered, made, instituted or asserted by the Approved Information and Referral Service Provider or any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage or destruction of any property, whether owned by the Approved Information and Referral Service Provider or others, arising out of or resulting directly or indirectly from the 211 Service, routing of calls or network configuration.

The Approved Information and Referral Service Provider must comply with all present and future state and federal rules pertaining to abbreviated dialing codes. The Approved Information and Referral Service Provider has sole responsibility for obtaining necessary authority as the Approved Information and Referral Service Provider if disputes arise.

The Company is not liable for losses or damage caused by the negligence of the Approved Information and Referral Service Provider. The Company does not select or approve the Information and Referral Service Provider.

8.10 TRAVEL AND TRANSPORTATION INFORMATION SERVICES**8.10.1 AT&T 211 (Cont'd)****C. 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 service 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. When establishing a call center, the customer is responsible for informing all local exchange service providers operating within the 211 service area of the establishment of such a call center.
4. 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 abbreviated dialing code calls must be local in nature and must not result in any extended area dialing, intraLATA toll, interLATA long distance or pay-per-call charges to subscribers. 211 calls may result in local measured service charges where a subscriber's service plan includes such charges as part of local measured service or calling plans. 211 is compatible with Caller ID Service network functionality when used in conjunction with basic exchange service.
5. The Customer may designate only one 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.
6. By subscribing to 211 under this guidebook, the Customer agrees to comply with all applicable laws and regulations. (C)

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8.10.1 AT&T 211 (Cont'd)

C. TERMS AND CONDITIONS (Cont'd)

- If the Customer utilizes more than one 211 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 offices 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 Company Service.

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 Customer-designated RTN.

D. APPLICATION OF THE RATES

Non-recurring charges and recurring rates apply for 211.

The non-recurring charges associated with the establishment or modification of 211 are specified in Part 8, Section 10.1.E.2. and 3 of this Guidebook.

The 211 monthly recurring rates are specified in Part 8, Section 10.1.D.1 below. In addition, the rates and charges for toll-free 800 service (provided by the Company or another service provider) may apply.

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8.10.1 AT&T 211 (Cont'd)

E. RATES AND CHARGES

	Description/Billing Code	Non- Recurring Charge	Monthly Rate
1. 211 Service Per System	/2D2/		\$35.00
2. Per Central Office Equipped	/2CHCO/	\$630.00	
3. 211 Table Changes per customer Request change	/REAL5/	\$252.00	

8.10 TRAVEL AND TRANSPORTATION INFORMATION SERVICES

8.10.2 AT&T 511

A. DESCRIPTION

AT&T 511 is a service that allows local exchange end users to reach the 511 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 customer – designated Routing Telephone Number (RTN) and routes the call over the public switched network to the RTN.

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

511 is offered subject to the availability of facilities and where capacity exists.

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8.10.2 AT&T 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 service 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 operating 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. 511 is compatible with Caller ID network functionality when used in conjunction with basic exchange service.
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 numbers for central offices outside of the 511 call center's local service area.
6. By subscribing to 511 under this Guidebook, the Customer agrees to comply with all applicable laws and regulations.

8.10 TRAVEL AND TRANSPORTATION INFORMATION SERVICES

8.10.2 AT&T 511 (Cont'd)

B. TERMS AND CONDITIONS (Cont'd)

- 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 offices 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.

6. 511 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 general rules and regulations of this Guidebook apply to 511. The 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. The Company's obligation under 511 ends upon call completion to the Customer-designated RTN.

C. APPLICATION OF THE RATES

Non-recurring charges associated with the establishment or modification of 511 and specified in Part 8, Section 10.2.D.2 and 3 of this Guidebook.

The 511 monthly recurring rates are specified in Part 8, Section 10.D.1 of this Guidebook. In addition, the rates and charges for toll-free 800 service (provided by the Company or another service provider) may also apply.

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8.10.2 AT&T 511 (Cont'd)

D. RATES AND CHARGES

	Description/Billing Code	Non-Recurring Charge	Monthly Rate
1. 511 Service Per System	/5CS/		\$35.00
2. Per Central Office Equipped	/ 5CHCO/	\$630.00	
3. 511 Table Changes per customer Request change	/REAL7/	\$252.00	