

**8-1-1 SERVICE****A. General**

811 Service is a three-digit abbreviated local dialing arrangement that allows local exchange end-users to reach the provider(s) of the state's One Call Notification system (811 Customer). 811 Service is used by the One Call Notification system to provide advance notice of excavation activities to underground facility operators pursuant to Federal Communications Commission's Sixth Report and Order (FCC 05-59) in CC Docket 92-105.

811 Service determines the central office serving the calling party, converts the dialed digits to a Customer provided designated Routing Telephone Number (RTN) and routes the call over the public switched telephone network utilizing Advanced Intelligent Network platforms and features.

**B. Regulations**

In addition to the following rules and regulations, 'Regulations Applying to All Customers' Contracts' described in Part 2, Section 2 shall also apply.

1. The Company and the 811 Customer will negotiate the installation date for the 811 Service. 811 Service is offered subject to the availability of facilities and is not available for resale.
2. There can be only one 811 Customer for each stand-alone, host, or remote central office NPA-NXX serving area. The Company will route calls based on the serving central office. If a central office serves multiple states, the call will be routed based on the originating NPA-NXX.
3. The Customer must provide a toll-free number to the Company to ensure that toll charges are not incurred by the end-user.
4. 811 Service can be accessed only by end-users who subscribe to the Company's local exchange service, and by end-users who obtain service from an entity that utilizes the Company's local switching to provide dial tone service to its end-users.
5. 811 Service will not complete calls dialed using 0 + 811 or 1 + 811. 811 calls are not permitted where local calling is restricted.
6. The Customer is responsible for informing all local exchange service providers operating within its designated geographical area of any call centers it establishes. Any change to the terminating number(s) is the customer's responsibility. A 60-day written notice is required for any planned number change to ensure that timely number translations occur at each Central Office.
7. 811 Service does not include operator assisted calls, and will only be available to PBX and Key switching system when those systems have been correctly programmed. The Company does not undertake to perform nor shall it be responsible for such programming.

**8-1-1 SERVICE (cont'd)**

**B. Regulations (cont'd)**

8. The Company will make every effort to route 811 calls to the appropriate call center(s); however, it will not be held responsible for routing mistakes and errors, interruptions of service, or intervening Acts of God that interfere with telephone service and/or with routing. The Company's obligation under 811 applies solely to the transmission of the call and ends upon call completion to the Customer-provided designated RTN. The Company reserves the right to discontinue the service, if interruption of 811 is necessary to prevent or protect against fraud or otherwise protect Company personnel, facilities or services.
9. 811 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, including end users of the Company or any providers of telecommunications service.

**C. Explanation of Terms**

811 Customer

The entity providing, with appropriate state authority, the excavation notice service under Texas Statutes, Chapter 251 of the Utilities Code.

Calling Party

The end user in a Company Exchange placing an 811 call.

Terminating Number

The local or toll free number subscribed to by the 811 Customer.

**D. Rates and Charges**

The Company reserves the right to revise this guidebook at a later date if charges are deemed appropriate or, if network rearrangements made by the Company or at customer request in the future require the Company to incur additional costs.

Rates to be determined.