

811 SERVICE**A. Description**

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

811 is a routing service that 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 network utilizing Advanced Intelligent Network (AIN) platforms and features.

B. Terms and Conditions

1. The Company and the Customer will negotiate the implementation date for 811 service. 811 is offered subject to the availability of facilities.
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 a Competitive Local Exchange Carrier (CLEC) reselling the Company's local exchange service, who are served out of one of the Company's Central Offices.
5. 811 Service will not complete calls dialed using 0 + 811 or 1 + 811. 811 calls are not permitted where local calling is restricted.

811 SERVICE**B. Terms and Conditions (cont'd)**

6. The customer is responsible for informing all local exchange service providers operating within its designated geographical area of any call centers it establishes.
7. 811 Service does not include operator assisted calls, and will only be available to PBX and Key switching system Customer Provided Equipment (CPE) when those systems have been correctly programmed by the owner of the CPE.
8. The rules and regulations specified in Part 2, Section 2 apply to 811. The Company will make every effort to route 811 calls to the appropriate calling center; 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. The Company's obligation under 811 applies solely to the transmission of the call and ends upon call completion to the Customer designated RTN.
9. 811 Service is provided solely for the benefit of 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 Other Carriers.

C. Application of Rates and Charges

Nonrecurring charges apply for 811. These rates and charges are specified in paragraph D., following.

D. Rates and Charges

<u>Description</u>	<u>USOC</u>	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
811 SERVICE - per Host, Stand-alone or Remote Central Office Equipped	NA	\$235.47	--