

LOCAL SERVICE TARIFF
PUCO NO. 1

CINCINNATI BELL EXTENDED TERRITORIES LLC

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211 COMMUNITY INFORMATION AND REFERRAL SERVICES

A. GENERAL

211 Community Information and Referral Service (211) is a local telephone exchange communications service that allows local exchange end users to reach the 211 service provider (customer) by dialing only the abbreviated dialing code two-one-one (2-1-1)

211 Service is an intelligent routing service that determines the central office serving the calling party, converts the 211 dialed digits to a Routing Telephone Number (RTN), and then uses the RTN to complete the call over the Public Switched Network to a call center designated by the 211 Service customer.

211 Service is an optional service that may be purchased only by Approved Community Information and Referral Service Providers (Provider) for use in providing community information and referral services to the public by way of voice grade facilities.

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By: Ted Heckmann, Assistant Secretary
and Managing Director, Regulatory Affairs

In accordance with
Case No. 11-2968-TP-ATA

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B. TERMS AND CONDITIONS

The Approved Community Information and Referral Service Provider shall make written application for 211 Service to the Company. The application shall identify all central offices where the provider seeks to offer 211 Service. The Approved Community Information and Referral Service Provider may establish 211 Service in all, some, or none of the Company's central offices. However, the Company generally will not provide 211 Service to only a portion of a central office. Generally, 211 Service must be provided throughout the entire central office area. Because telephone central office boundaries do not necessarily match the boundaries used by an Approved Community Information and Referral Provider, providing 211 Service for the entire area served by a central office may result in the Approved Community Information and Referral Service Provider receiving calls from geographical areas it does not serve.

The 211 Service application must include:

Acknowledgement that a new application is required if the Approved Community Information and Referral Service Provider desires to change the telephone number to which the 211 abbreviated dialing code is translated.

The location(s) of the Approved Community Information and Referral Service Provider call center(s) where the 211 calls made from the Company's exchange(s) will be routed.

Acknowledgement that the PUCO's assignment of the 211 abbreviated dialing code may be recalled at any time.

When the Approved Information and Referral Service Provider makes an application for 211 Service in a Company central office, the Approved Information and Referral Service Provider shall supply the Company with a ten (10) digit telephone number for terminating the 211 calls. The Company will configure its network so that all 211 calls within the central office being served are routed to the provided telephone number. This number must terminate within the local calling area of the wire center being served, or otherwise provide for toll free calling to the Provider. If the Provider desires to route calls outside the local calling area of the wire center being served, the Approved Information and Referral Service Provider shall establish foreign exchange service, a toll free telephone number, e.g. an 800 number, or other means to complete the call without charge to the customer placing the 211 call.

The Company will route 211 Service 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.

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B. TERMS AND CONDITIONS (Continued)

The Company can only make 211 Service available to end users who are located within the Company's service area and who are connected to the Company's network. The Approved Information and Referral Service Provider must make arrangements with the appropriate service provider(s), e.g. other LECs or wireless providers, to establish 211 calling for end users located in areas outside the Company's serving area or on other networks, e.g. CLEC or wireless networks.

211 Service is provided on the condition that the Approved Information and Referral Service Provider subscribes to termination facilities and lines in sufficient quantities to adequately handle calls to the 211 Service without interfering with or impairing any services offered by the Company. One path is available for each line subscribed to by the Approved Information and Referral Service Provider.

211 Service does not provide calling number information to the Approved Information and Referral Service Provider.

The Approved Information and Referral Service Provider shall develop an appropriate method for responding to 211 Service calls placed in error or due to customer confusion.

The Approved Information and Referral Service Provider shall comply with all present and future rules pertaining to abbreviated dialing codes adopted by the Federal Communications Commission in rulemaking proceedings CC Docket No. 92-105, CC Docket No. 00-256, and otherwise, including any and all requirements to relinquish the 211 abbreviated dialing code in the event of a national assignment contrary to that made by the PUCO.

The customer obligations and indemnification language of Section 2 of this tariff are fully applicable to Approved Information and Referral Service Providers ordering 211 Community Information and Referral Services under this section of the tariff.

211 Service is provided solely for the benefit of the Approved Information and Referral Service Provider. Provision of 211 Service by the Company shall not be interpreted, constructed, or regarded, either expressly or implied, as being for the benefit of creating any Company obligation toward any third person or legal entity other than the Approved Information and Referral Service Provider.

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211 COMMUNITY INFORMATION AND REFERRAL SERVICES

B. TERMS AND CONDITIONS (Continued)

The Approved Information and Referral Service Provider is responsible for obtaining all necessary permissions, licenses, written consents, waivers, releases and all other rights from all persons whose work, statements, or performances are used in connection with the 211 Service, and from all holders of copyrights, trademarks, and patents used in connection with said service.

The Company reserves the right to deny or disconnect service in accordance with Section 2, Part D.8. of this tariff.

A minimum service period of one month applies to 211 service.

All 211 Service abbreviated dialing code calls shall be local in nature and shall not result in any IntraLATA toll, InterLATA toll, or pay-per-use charges to Company subscribers. 211 Service calls will not result in local measured service charges or Community Connection Service charges where Company subscribers' service plans include such charges as part of their local exchange service.

211 Service calls cannot be placed from the following types of services:

1+ and 0+ Calling
0-operator Assisted Calling
101XXXX Calling

Certain equipment, such as coin telephones and PBXs, may need special programming to allow 211 calling.

There is no charge associated with 211 Service.

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C. OBLIGATIONS AND LIABILITY OF THE COMPANY

The Company shall provide 211 Service within thirty (30) days of receipt of the Approved Information and Referral Service Provider's completed application(s) for service.

The Company does not undertake to answer and forward 211 Service calls but furnishes the use of its facilities to enable the Approved Information and Referral Service Provider to respond to such calls at the Approved Information and Referral Service Provider's established call centers.

When a 211 Service call is placed by the calling party via interconnection with an interexchange carrier, the Company cannot guarantee the completion of the 211 Service call, the quality of the call, or any features that may otherwise be provided with 211 Service.

The Company undertakes no responsibility for the inspection or constant monitoring of facilities to discover errors, defects, or malfunctions in service. The Approved Information and Referral Service Provider shall make such operational tests as, in the judgment of the Approved Information and Referral Service Provider, are required to determine whether the Company's facilities are functioning properly for the Provider's use. The Approved Information and Referral Service Provider shall promptly notify the Company in the event it believes that the Company's facilities are not functioning properly.

The Company's liability with respect to 211 Service shall be limited to the terms set forth in Section 2, Part B of this tariff.

The Commission's assignment of and the Approved Information and Referral Service Provider's use of the 211 abbreviated dialing code is subject to preemption by the Federal Communications Commission. The Company shall not be liable to the Approved Information and Referral Service Provider for any damages that may be incurred or result from national assignment of the 211 abbreviated dialing code.

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