

A39. 2-1-1 COMMUNITY INFORMATION AND REFERRAL ORIGINATION SERVICE

(T)

LIST OF EFFECTIVE SHEETS

Sheets listed below are effective as of the date shown on each sheet.

<u>Revision Number</u>	<u>Sheet</u>	
1 <sup>st</sup> Revised	<b>CS A*</b>	(N)
Original	<b>1*</b>	
Original	<b>2*</b>	
Original	<b>3*</b>	(N)

\*New or revised page.

(To be inserted by utility)

**Advice Letter No.** 372

**Decision No.** \_\_\_\_\_

**Issued by**

Harry H. Baker  
NAME

President  
TITLE

(To be inserted by Cal. P.U.C.)

**Date Filed** March 6, 2009

**Effective** April 17, 2009

**Resolution No.** \_\_\_\_\_

A39. 2-1-1 COMMUNITY INFORMATION AND REFERRAL ORIGINATION SERVICE

(N)

39.1 GENERAL INFORMATION

39.1.1 APPLICABILITY

2-1-1 Community Information and Referral Origination Service (2-1-1 Service) is an information and referral service that allows the Utility's local exchange end users within the Utility's serving area to reach the authorized 2-1-1 Service Provider (2-1-1 Service Provider) by dialing an abbreviated telephone number: 2-1-1 (or 211). 2-1-1 Service is an information and referral routing service that determines the central office serving the calling party, converts the 2-1-1 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 2-1-1 Service Provider.

39.1.2 TERRITORY

Within all exchange areas as said areas are defined on maps filed as part of the tariff schedules.

39.2 RATES

	<u>NON-RECURRING CHARGE</u>	<u>MONTHLY RATE</u>	<u>RATE PER MINUTE</u>
2-1-1 Service	\$0.00	\$0.00	
Reciprocal Compensation Rates			*

39.3 SPECIAL CONDITIONS

1. Availability

2-1-1 Service is available free of charge to end users from subscriber locations within the Utility's exchange area. 2-1-1 Service will only be available from coin-operated pay telephones that have been correctly programmed by the payphone service providers to allow 2-1-1 dialing. The 2-1-1 Service Provider is responsible for advising payphone service providers of the potential need to reprogram coin-operated pay telephones to allow 2-1-1 dialing.

\* Reciprocal compensation charges to the 2-1-1 Service provider will be implemented at such times as those charges are initiated by the carrier providing the 2-1-1 Service provider's RTN.

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39.3 SPECIAL CONDITIONS - Continued

2. Limitations

- a. There can be only one 2-1-1 Service provider for each of the Utility's central office Area Code and Prefix (NPA-NXX) combinations (each combination is defined as a 2-1-1 service area). This limitation assures that 2-1-1 calls from an end user located within a 2-1-1 service area can be routed to a unique 2-1-1 call center. Typically, the Utility will route calls based on the serving central office. The Utility will default-route 2-1-1 dialed calls to a vacant code message or to a fast-busy signal if 2-1-1 Service has not been activated from the caller's serving central office or originating NPA-NXX.
- b. 2-1-1 Service is not available to end users when their basic local dial tone service is disconnected.
- c. 2-1-1 Service will only be available to PBX and Key switching systems when those systems have been correctly programmed by the owner of the Customer Premises Equipment to allow 2-1-1 dialing.
- d. 2-1-1 Service will not complete calls dialed using 0+2-1-1 or 1+2-1-1, payphone calls from a corrections institution, or operator-assisted calls.
- e. The 2-1-1 Service Provider may designate only one Routing Telephone Number (RTN) per 2-1-1 service area, but may designate different RTNs for different 2-1-1 service areas, as follows:
  - (1) If the 2-1-1 Service Provider utilizes more than one 2-1-1 RTN, it must designate the specific stand-alone, host, or remote central offices to be served by each RTN.
  - (2) Only one RTN can serve a central office switch NPA-NXX serving area. The RTN requested by the 2-1-1 Service Provider can be either a locally-routed number or a toll-free telephone number obtained by the 2-1-1 Service Provider from its carrier of choice. If any of the NPA-NXXs in a serving area will incur a toll charge, the RTN must be a toll-free number for that serving area.
  - (3) 2-1-1 calls are not permitted where local calling is restricted (i.e., prisons).

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39.3 SPECIAL CONDITIONS - Continued

2. Limitations - Continued

- f. Usage charges for 8YY (toll-free prefix) telephone numbers obtained by the 2-1-1 Service Provider and used as RTNs will be billed by the 2-1-1 Service Provider's 8YY carrier of choice. Such charges are the responsibility of the 2-1-1 Service Provider, and are not covered by the Utility's 2-1-1 Service rates and/or charges.
- g. The 2-1-1 Service Provider is responsible for ordering all requisite circuits and customer premises equipment to enable the 2-1-1 Service Provider's designated call center(s) to process 2-1-1 call volumes in a fashion that meets the 2-1-1 Service Provider's internal service-level requirements.
- h. The 2-1-1 Service Provider is responsible for notifying/educating the public concerning the geographic jurisdiction where the 2-1-1 Service is available and its potential uses and benefits.
- i. 2-1-1 Service is offered subject to the availability of facilities.
- j. The Utility shall not be liable for any loss or damage resulting from any cause beyond its reasonable control, such as, but not limited to, fire, explosion, lightning, flood, earthquake, power surges or failures, strikes or labor disputes, floods, storms, acts of God, war, civil disturbances, acts of civil or military authorities or the public enemy (including terrorist acts), delays caused by the 2-1-1 Service Provider or the 2-1-1 Service Provider's service or equipment, or any other causes beyond the Utility's reasonable control. Upon occurrence of any such event, and to the extent such occurrence interferes with the Utility's provision of 2-1-1 Service, the Utility shall be excused from performance during the period of such interference, provided that the Utility exercises good faith and reasonable efforts to avoid or remove such causes of nonperformance.

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