

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 st Revised	CS A*
Original	1*
Original	2*
Original	3*
Original	4*
Original	5*

*New or revised page.

(To be inserted by utility)

Advice Letter No. 397

Decision No. _____

Issued by

Harry H. Baker

NAME

President

TITLE

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

Date Filed Sept 29, 2011

Effective Nov 1, 2011

Resolution No. _____

A19. N-1-1 SERVICES

(N)

19.1 GENERAL INFORMATION

19.1.1 APPLICABILITY

N-1-1 Service is a three-digit local dialing arrangement available in specified areas for the delivery of information services via voice grade facilities. N-1-1 codes have been assigned by the Federal Communications Commission (FCC) or designated by the telephone industry as follows:

N-1-1 CODE	PURPOSE
2-1-1	Allows access to community information and referral services. Assigned by the FCC. See Schedule Cal. P.U.C. No. A39, 2-1-1 Service Offering.
3-1-1	Allows access to non-emergency police and government services. Assigned by the FCC.
4-1-1	Traditionally allows access to local directory assistance services of local telephone companies. Not formally assigned by the FCC. See Schedule Cal. P.U.C. No. A5, Directory Assistance Service.
5-1-1	Allows access to traveler information services. Assigned by the FCC.
6-1-1	Traditionally allows access to local telephone company repair and business offices. Not formally assigned by the FCC.
7-1-1	Allows access to Telecommunications Relay Services (TRS) for individuals with hearing or speech disabilities. Assigned by the FCC. See Schedule Cal. P.U.C. No. A31, Products and Services for the Disabled.
8-1-1	Federally mandated as the Nationwide Number for contractors and others to call before conducting excavation activities.
9-1-1	Federally mandated as the national Emergency Number and allows access to emergency services. Assigned by the FCC and ordered by the United States Congress. See Schedule Cal. P.U.C. No. A38, Emergency Reporting Service.
011/111	Not available. "0" and "1" are used for switching and routing purposes.

19.1.2 TERRITORY

Within all exchange areas as said areas are defined on maps filed as part of the tariff schedules and where technical capabilities and/or operating conditions permit.

19.2 RATES

**NON-RECURRING
 CHARGE**

A. N-1-1 Service charges are applicable as follows (if not, provided elsewhere in the Tariffs)

1. Service Establishment Charge (Per Point-to Number)	\$150.00
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19.2 RATES – Continued

NON-RECURRING
CHARGE

A. N-1-1 Service charges are applicable as follows (if not, provided elsewhere in the Tariffs) – Continued

2. Central Office Switch Activation Charge
(Per Central Office Switch Translated) \$ 50.00

3. Number Change Charge \$ 50.00

B. N-1-1 customers will pay the normal tariffed charges for the local service arrangements (e.g., CO trunks, key access lines, individual access lines, Centrex Type Service lines, etc.) used for transporting and terminating messages at the N-1-1 customer's designated premises.

C. A Service Order Charge listed in Schedule Cal. P.U.C. No. A18, Multi-Element Service Charges will apply and is in addition to the rates listed above.

D. The Central Office Switch Activation Charge listed above will apply per central office translated to the point-to-number and to change the point-to-number.

19.3 SPECIAL CONDITIONS

A. This Service is provided subject to the availability of the N-1-1 code.

B. N-1-1 can be delivered via regular exchange access lines.

C. All rules, regulations, and limitations as specified elsewhere in this Tariff for the respective services requested in the N-1-1 Service shall apply.

D. Directory listings may be provided for N-1-1 under the terms, conditions, rates, and charges specified in Schedule Cal. P.U.C. No. A16, Directory Listings and Joint User Service.

E. Access to N-1-1 is not available to the following classes of service:

1. 1+
2. 0+, 0- (credit card, third-party billing, collect calls),
3. 101XXXX,

In addition, operator assisted calls to the N-1-1 customer will not be completed.

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19.3 SPECIAL CONDITIONS - Continued

- F. The N-1-1 customer is restricted from selling or transferring the N-1-1 code to an unaffiliated entity, either directly or indirectly.
- G. N-1-1 will not provide calling number information in real time to the N-1-1 customer. If the N-1-1 customer needs this type of information, the N-1-1 customer must subscribe to a compatible Caller ID Service as specified in this Schedule Cal. P.U. C. No. A25, Custom Calling Service.
- H. Calls to the N-1-1 code that translate to a disconnected number will be routed to intercept of the announcement facilities when the N-1-1 provider is a Utility customer. The announcement provided may refer the caller to another telephone number. Callers placing calls to N-1-1 from areas where N-1-1 Service is not provided will be advised that the service is not available from their number.
- I. Disputes regarding geographic coverage by two or more N-1-1 customers will be referred to the Public Utilities Commission of the state of California.
- J. The Utility will provision the customer's order within a reasonable time, given the complexity of the order. The N-1-1 customer will be billed the non-recurring charge when the Utility provisions the service.
- K. If during this period, the N-1-1 customer has failed to establish service or decides to discontinue service establishment, the N-1-1 code will be recalled and the code will be considered available for reassignment. If the network has been provisioned for the customer, the non-recurring charges will not be refunded or waived.
- L. Only a single seven or ten-digit local number or a single ten-digit toll free number may be used as the point-to number.
- M. This service is available only where facilities are available and technically feasible.
- N. The N-1-1 customer should work separately with cellular or wireless companies to ascertain whether cellular or wireless customers will be able to reach community information and referral services provided by dialing N-1-1.

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19.3 SPECIAL CONDITIONS - Continued

O. N-1-1 will be provided under the following conditions:

1. The N-1-1 customer will subscribe to adequate telephone facilities, both initially and subsequently as required in the judgment of the Utility to handle calls to N-1-1 without impairing the Utility's general telephone service or telephone plant.
2. The N-1-1 customer is responsible for obtaining all necessary permissions, licenses, written consents, waivers, and releases, and all other rights from all persons whose work, statements, or performances are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service.
3. The N-1-1 customer shall be liable for, and shall indemnify, protect, defend and save harmless the Utility against all suits, action, claims, demands, and judgments, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including but not limited to, any loss, damage, expense, or liability resulting from any infringement or claim of infringement, or any patent, trademark, copyright, or resulting from any claim of liable and slander.
4. Suspension of N-1-1 Services is not allowed.
5. The N-1-1 customer will respond promptly to any and all complaints lodged with any regulatory authority against any service provided via N-1-1. At the Utility's request, the N-1-1 customer will assist in responding to complaints made to the Utility concerning the customer's N-1-1 service.
6. The Utility will provide both oral and written notification when a N-1-1 customer's service unreasonably interferes with or impairs other services rendered to the public by the Utility or by other customers of N-1-1. The Utility reserves the right once notification is made to institute protective measures up to and including termination at any time and without further notice. The Utility may take protective measure when the N-1-1 customer makes no modification or is unwilling to accept modification in method of operation, or continues to cause service impairments.

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19.3 SPECIAL CONDITIONS – Continued

- P. The following conditions apply if the N-1-1 subscriber provides a pre-recorded announcement:
1. The N-1-1 customer will provide announcements. The Utility will provide only delivery of the call.
 2. The Utility's provision of access to the N-1-1 network for transmission of announcements or recorded program services is subject to the availability of such facilities and the requirements of the local exchange network.
 3. The N-1-1 customer assumes all financial responsibility for all costs involved in providing announcement or recorded program services including but not limited to, the recorder announcement equipment producing the recording, advertising and promotional expenses.
 4. The N-1-1 customer assumes all financial responsibility, according to other specific rates and charges under tariff for all facilities required to connect the recorder-announcement equipment located on the customer's premises.
- Q. The Utility may take all legal and practical steps to disassociate it from N-1-1 customers whose business and/or public conduct (whether demonstrated or proposed) generate unacceptable levels of complaints by end users.
- R. The Utility is not liable for any losses or damages of any kind resulting from the unavailability of its equipment, facilities or for any act, omission, or failure of performance by the Utility, its employees or agents, in connection with this tariff. The Utility will not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Utility facilities and equipment or on equipment owned or leased by N-1-1 customer.

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