

Issued: 2-19-02

Effective: 7-24-02

10. MISCELLANEOUS SERVICE OFFERINGS

10.11 MISCELLANEOUS SERVICES

10.11.3 N11 SERVICE (CONT'D)

(N)

C. 311 Service

1. Description

311 Service (311) is a three-digit local dialing arrangement available in specified areas for the delivery of non-emergency local government services via voice grade facilities. Pursuant to Order 00-256, issued by the Federal Communications Commission (FCC) in CC Docket 92-105, the 311 code is assigned for non-emergency local government services.

2. Terms and Conditions

- a. 311 Service is available in Qwest Corporation territory only. To provide 311 access to end users in an independent company territory, or to a Competitive Local Exchange Carrier's (CLEC) end user, the 311 subscriber must make appropriate arrangements with the independent company or CLEC serving that territory.
- b. This service is provided subject to the availability of the 311 code.
- c. 311 can be delivered via regular exchange access lines (by individual business line, PBX trunks, etc.).
- d. Limitations and use of service apply as stated in Section 2 of this Tariff.

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C.2. (Cont'd)

(N)

- e. Directory listings may be provided for 311 under the terms, conditions, rates and charges specified in 5.7.1 of this Tariff.
 - f. Access to 311 is not available to the following classes of service:
 - 1+,
 - 0+, 0-(credit card, third-party billing, collect calls),
 - 101XXXX,
- In addition, operator assisted calls to the 311 subscriber will not be completed.
- g. The 311 subscriber is restricted from selling or transferring the 311 code to an unaffiliated entity, either directly or indirectly.
 - h. 311 will not provide calling number information in real time to the 311 subscriber. If the 311 subscriber needs this type of information, the 311 subscriber must subscribe to a compatible Caller Identification Service as specified elsewhere.
 - i. Calls to the 311 code that translate to a disconnected number will be routed to intercept of the announcement facilities for a maximum of 60 days, when the 311 provider is a Company subscriber. The announcement provided may refer the caller to another telephone number. Callers placing calls to 311 from areas where 311 Service is not provided will be advised that the service is not available from their number.
 - j. Disputes regarding geographic coverage by two or more 311 subscribers will be referred to the Arizona Corporation Commission.

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- k. The Company will provision the subscriber's order with a reasonable time, given the complexity of the order. The 311 subscriber will be billed the nonrecurring charge when the service is provisioned by the Company.

If during this period, the 311 subscriber has failed to establish service or decides to discontinue service establishment, the 311 code will be recalled and the code will be considered available for reassignment. If the network has been provisioned for the subscriber, the nonrecurring 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. 311 Service is provided where facilities permit.
- n. The 311 subscriber should work separately with cellular or wireless companies to ascertain whether cellular or wireless customers will be able to reach non-emergency local government services provided by dialing 311.

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- o. 311 will be provided under the following conditions:
 - (1) The 311 subscriber will subscribe to adequate telephone facilities initially and subsequently as may be required to handle calls to 311 without impairing the Company's general telephone service or telephone plant.
 - (2) The 311 subscriber is responsible for obtaining all necessary permission, 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 311 subscriber shall be liable for, and shall indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgements, 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 311 Services is not allowed.
 - (5) The 311 subscriber will respond promptly to any and all complaints lodged with any regulatory authority against any service provided via 311. If requested by the Company, the 311 subscriber will assist the Company in responding to complaints made to the Company concerning the subscriber's 311 service.
 - (6) The Company will provide both oral and written notification when a 311 subscriber's service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of 311. The Company reserves the right once notification is made to institute protective measure up to and including termination at any time and without further notice. The Company may take protective measure when the 311 subscriber makes no modification or is unwilling to accept modification in method of operation, or continues to cause service impairments.

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- p. The following conditions apply if the 311 subscriber provides a pre-recorded announcement:
- (1) The 311 subscriber will provide announcements. The Company will provide only delivery of the call.
 - (2) The provision of access to the 311 network by the Company for the transmission of announcements or recorded program services is subject availability of such facilities and the requirements of the local exchange network.
 - (3) The 311 subscriber 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 311 subscriber 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 subscriber's premises.

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- q. The Company may take all legal and practical steps to disassociate itself from 311 subscribers whose business and/or public conduct (whether demonstrated or proposed) is of a type that in the Company's discretion generates unacceptable levels of complaints by end users.
- r. The Company is not liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities or for any act, omission or failure of performance by the Company, its employees or agents, in connection with this Tariff. The Company will not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment or on equipment owned or leased by the subscriber.
- s. Calls placed to the 311 code will be routed to the point-to number based upon the central office switch and/or the Number Plan Area (NPA) of the calling party. Routing based upon NPA and NXX, ten-digit telephone or ZIP Codes can be provided where technically feasible.

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3. Rates and Charges

- a. A Service Establishment charge will apply per point-to number.
- b. 311 subscribers will pay the normal tariffed charges for the local exchange access arrangements (e.g., PBX trunks Centrex Type Services lines, etc.) used for transporting and terminating messages at the 311 subscriber's designated premises.
- c. A Central Office Switch Activation charge will apply per central office translated to the point-to number and to change the point-to number.
- d. Charges applicable to the 311 Service are as follows:

	NONRECURRING CHARGE
(1) Service Establishment Charge	
• Per Point-to Number	\$162.41
(2) Central Office Switch Activation Charge	
• Per Central Office Switch translated	18.17
(3) Charge per call routed	0.0012