

13. MISCELLANEOUS SERVICE ARRANGEMENTS

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MISCELLANEOUS SERVICE ARRANGEMENTS

13.23 511 DIALING SERVICE

(N)

13.23.1 General

- A. 511 Dialing Service ("511") is a three digit local dialing arrangement, available in specified areas, with Piedmont Rural Telephone Cooperative, Inc. for delivery of general information via voice grade facilities, the South Carolina Department of Transportation Travel Information Services program. Pursuant to Order FCC 00-256, issued by the Federal Communications Commission (FCC) in CC Docket 92-105, the 511 code is assigned for access to federal, state and local transportation agencies. In addition, the 511 subscriber must comply with any orders and rules pertaining to 511, adopted by the FCC in rulemaking proceeding CC Docket 92-105.
- B. 511 is available in Piedmont Rural Telephone Cooperative, Inc. Local Calling Area only. To provide access to a 511 number to end users in the local calling area of another local exchange carrier or to a competitive local exchange carrier's (CLEC's) end users within the local calling area, the 511 subscriber must make appropriate arrangements with the other local exchange carrier or CLEC.
- C. The Local Calling Area of the 511 subscriber will be the basic local calling area for the Company's exchange as defined in Section 3 of this Tariff, as facilities permit.
- D. This service is furnished subject to the availability of the 511 number.
- E. 511 can be delivered via regular exchange access lines (by individual business lines, PBX trunks, etc.) or a 10-digit toll free number.
- F. Limitations and use of service as stated in Section 2 of this Tariff apply.
- G. Directory Listings may be provided for 511 at rates and regulations as specified in Section 6 of this Tariff.
- H. Access to 511 is not available to the following classes of service:
  - Payphone Service Provider Telephones (PSPs)
  - Hotel/Motel/Hospital Service
  - 1+
  - 0+, 0- (Credit Card, Third-Party Billing, Collect Calls)
  - Inmate Service
  - 101XXXX
  - Wireless

Operator assisted calls to the 511 subscriber will not be completed.

(N)

MISCELLANEOUS SERVICE ARRANGEMENTS

13.23 511 DIALING SERVICE (Cont'd)

(N)

13.23.1 General (Cont'd)

- I. The 511 subscriber is restricted from selling or transferring the 511 number to an unaffiliated entity, either directly or indirectly except under direction of the Commission.
- J. An "affiliate" of a 511 subscriber is any entity that directly, or indirectly through one or more intermediaries, controls, is controlled by, or is under common control with, the 511 subscriber. The term "control" (including the terms "controlling", "controlled by: and under common control with") means the possession, direct or indirect, of the power to direct or cause the direction of the management and policies of an entity, whether through the ownership of voting securities, by contract, or otherwise. If a 511 subscriber becomes an affiliate of or is acquired by another 511 subscriber through merger, acquisition, or otherwise, then the affiliated subscribers must surrender all but one 511 number within 6 months of the merger or acquisition.
- K. 511 will not provide calling number information in real time to the 511 subscriber. If the 511 subscriber needs this type of information, the 511 subscriber must subscribe to a compatible Calling Name/Number Delivery service in Section 13.15 preceding.
- L. Calls to a disconnected 511 number will be routed to intercept of the announcement facilities for a maximum of 60 days, when the 511 provider is a Company subscriber. The announcement provided may refer the caller to another telephone number.

13.23.2 Service Requirements and Conditions

- A. All requests for 511 must be submitted in writing to the South Carolina Public Service Commission. The Commission will allocate 511 numbers in the basic Local Calling Areas based upon requirements and/or standards established by the FCC.
- B. The Company will provision the subscriber's order within a reasonable time, given the complexity of the order. The 511 subscriber will be billed the nonrecurring charge when the service is provisioned by the Company.

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### MISCELLANEOUS SERVICE ARRANGEMENTS

#### 13.23 511 DIALING SERVICE (Cont'd)

##### 13.23.2 Service Requirements and Conditions (Cont'd)

- C. The 511 subscriber must, prior to provisioning of the service, sign a written acknowledgement of possible recall of the 511 number by the FCC and an agreement to return the code upon receipt of 6 months written notice of such a recall from the Company and abide by all terms and conditions contained in Order 00-256 issued, any subsequent rules which may be identified by the FCC in CC Docket 92-105 regarding the use and return of such 511 codes. If a recall is effected, the Company will work with all 511 subscribers affected by such recall to transfer their service arrangements, to a 7 or 10 digit dialing arrangement within the 6 month notice period. The 511 subscriber will be required to migrate to any standard access arrangement for information services subsequently agreed to by the industry and approved by the FCC. The 511 subscriber will be charged the appropriate tariff rates for the establishment of the new access arrangement.
- D. Only one 7 or 10-digit local number or one 10-digit toll free number may be used as the lead number per basic Local Calling Area. All central offices within a basic Local Calling Area must be pointed to the same 7 or 10-digit local number or one 10-digit toll free number. Appropriate rates from Sections 3 and 4 of this Tariff will apply.
- E. The 511 Dialing Service is provided where facilities permit.

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### MISCELLANEOUS SERVICE ARRANGEMENTS

#### 13.23 511 DIALING SERVICE (Cont'd)

(N)

##### 13.23.2 Service Requirements and Conditions (Cont'd)

- F. 511 will be provided under the following conditions.
1. For network sizing and protection, the 511 subscriber must provide an estimate of annual call volumes, the expected busy hour and holding time for each call to 511.
  2. The customer will subscribe to adequate telephone facilities initially and subsequently as may be required, in the judgment of the Company, to adequately handle calls to 511 without impairing the Company's general telephone service or telephone plant. It will be the intent of the Company to provide facilities designed to provide a call blocking probability of one call per hundred during normal busy hours 511 Dialing Service.
  3. The 511 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 performance are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service.
  4. The 511 subscriber shall be liable for, and shall indemnify, protect, defend and save harmless the Company against all suits, actions, 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, of any patent, trademark, copyright, or resulting from any claim of liable and slander.
  5. Suspension of 511 Dialing Service as covered in Section 2 of this Tariff is not applicable for this service.
  6. The 511 subscriber shall respond promptly to any and all complaints lodged with any regulatory authority against any service provided via 511. If requested by the Company, the 511 subscriber shall assist the Company in responding to complaints made to the Company concerning the subscriber's 511 service.

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### MISCELLANEOUS SERVICE ARRANGEMENTS

#### 13.23 511 DIALING SERVICE (Cont'd)

(N)

##### 13.23.2 Service Requirements and Conditions (Cont'd)

7. A written notice will be sent to any 511 subscriber following oral notification when their service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of 511. If after notification the subscriber makes no modification in method of operation or in the service arrangements that are deemed service-protective by the Company, or if the subscriber is unwilling to accept the modifications, or if the subscriber continues to cause service impairment, the Company reserves the right, at any time, without further notice, to institute protective measures, up to and including termination of service. In an emergency situation as defined by the Company, the Company reserves the right, at any time, without notice, to institute protective measures up to and including termination of service.
- G. If a pre-recorded announcement is provided by the 511 subscriber, the following conditions apply.
1. The 511 subscriber's sponsorship of any particular announcement of recorded program service shall not preclude another 511 subscriber from sponsoring the same or similar announcement or recorded program service.
  2. The provision of access to the 511 network by the Company for the transmission of announcement or recorded program services is subject to availability of such facilities and the requirements of the local exchange network.
  3. The 511 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 511 subscriber assumes, according to other specific rates and charges under tariff, all financial responsibility for all facilities required to connect the recorder-announcement equipment located on the subscriber's premises.

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### MISCELLANEOUS SERVICE ARRANGEMENTS

#### 13.23 511 DIALING SERVICE (Cont'd)

(N)

##### 13.23.2 Service Requirements and Conditions (Cont'd)

- H. The Company may take all legal and practical steps to disassociate itself from 511 subscribers providing services 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.
  
- I. In no event shall the Company be 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, or its employees, or agents, in connection with this Tariff. The Company shall not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment nor on equipment owned or leased by the subscriber.

##### 13.23.3 Rates and Charges

###### A. Application of Rates

- 1. A one-time Service Establishment charge shall apply per customer.
  
- 2. 511 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 511 subscriber's designated premises.
  
- 3. Applicable service order charges as specified in Section 4 of this Tariff will apply, in addition to the following rates.
  
- 4. A one-time Central Office Activation charge will apply per central office switch translated to the lead number within the basic calling area.
  
- 5. A charge will apply to changes to the point-to number at the subscriber's request, per 511 Dialing Service, per central office switch within the basic Local Calling Area.

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MISCELLANEOUS SERVICE ARRANGEMENTS

13.23 511 DIALING SERVICE (Cont'd)

(N)

13.23.3 Rates and Charges

B. Charges applicable to the 511 Dialing Service Subscriber:

1.	Service Establishment Charge	Nonrecurring <u>Charge</u>
	Per Customer	\$350.00
2.	Central Office Activation	
	Per Central Office	\$150.00
3.	Change of Point-to Number by Subscriber	
	Per Central Office	\$ 13.50

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