

## 211 COMMUNITY INFORMATION AND REFERRAL SERVICES

## A. DESCRIPTION

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.

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

1. 1+ and 0+ Calling
2. 0-operator Assisted Calling
3. 101XXXX Calling

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

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 Telephone Company subscribers. 211 Service calls will not result in local measure service charges where Telephone Company subscribers' service plans include such charges as part of their local exchange service.

## B. TERMS AND CONDITIONS

The Approved Community Information and Referral Service Provider shall make written application for 211 Service to the Telephone 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 Telephone Company's central offices. However, the Telephone 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.

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## B. TERMS AND CONDITIONS (Continued)

The 211 Service Application must include:

1. 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.
2. The location(s) of the Approved Community Information and Referral Service Provider call center(s) where the 211 calls made from the Telephone Company's exchange(s) will be routed.
3. Acknowledgement that the PSCK'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 Telephone Company central office, the Approved Information and Referral Service Provider shall supply the Telephone Company with a ten (10) digit telephone number for terminating the 211 calls. The Telephone 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 Telephone Company will route 211 Service calls originating from end users on its local exchange network whether the end users purchase service directly from the Telephone Company or from another Local Exchange Carrier (LEC) reselling Telephone Company service.

The Telephone Company can only make 211 Service available to end users who are located within the Telephone Company's service area and who are connected to the Telephone 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 Telephone 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 Telephone Company. One path is available for each line subscribed to by the Approved Information and Referral Service Provider.

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## B. TERMS AND CONDITIONS (Continued)

211 Service does not provide calling number information to the Approved Information and Referral Service Provider. If this type of information is required, the Approved Information and Referral Service Provider must subscribe to a compatible Caller ID service as described in Cincinnati Bell's Service Agreements.

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 PSCK.

The Approved Information and Referral Service Provider shall be liable for and shall indemnify, protect, defend and hold harmless the Telephone Company against all suits, actions, claims, demands, and judgments, plus any expenses and counsel fees incurred by the Telephone Company on account thereof, whether suffered, made, instituted, or asserted by the Approved Information and Referral Service Provider or any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage, or destruction of any property, whether owned by the Approved Information and Referral Service Provider or others, arising out of or resulting directly, or indirectly, from the 211 Service.

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

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.

In an emergency situation as determined by the Telephone Company, the Telephone Company reserves the right, at any time, without notice, to institute protective measures, up to and including termination of service.

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

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## C. OBLIGATIONS AND LIABILITY OF THE TELEPHONE COMPANY

The Telephone 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 Telephone 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 Telephone 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 rates charged for 211 Service do not contemplate the inspection or constant monitoring of facilities to discover errors, defects, or malfunctions in service, nor does the Telephone Company undertake such responsibility. 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 Telephone Company's facilities are functioning properly for the Provider's use. The Approved Information and Referral Service Provider shall promptly notify the Telephone Company in the event it believes that the Telephone Company's facilities are not functioning properly.

The liability of the Telephone Company for losses or damages of any kind arising out of mistakes, omissions, interruptions, delays, errors, or defects in transmission, or failure or defects in any facility furnished by the Telephone Company, occurring in the course of furnishing 211 Service, or of the Telephone Company in failing to maintain proper standards of maintenance and operation or to exercise reasonable supervision, shall in no event exceed an amount equivalent to the proportionate charge to the Approved Information and Referral Service Provider for the 211 Service and local exchange services for the period during which such mistake, omission, interruption, delay, error or defect in transmission, or defect or failure in facilities occurred.

The Telephone Company has no liability for losses or damages caused by the negligence of the Approved Information and Referral Service Provider.

The Telephone company's entire liability to any person for the interruption or failure of the 211 Service shall be limited to the terms set forth in this section and other sections 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 Telephone 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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## D. RATES AND CHARGES

The following nonrecurring charges apply to establish and/or change 211 Service. These nonrecurring charges are in addition to any other rates and charges applicable to the associated service, equipment, and facilities used to provide 211 Service.

Service Description	Nonrecurring Rates	USOC
1. Central Office Charge, per central office equipped:	\$ 130.00	WZEJ1
2. Routing Telephone Number Change Charge, per telephone number:	32.00	WZEJ2
3. Serving Arrangement Change Charge, per central office equipped:	130.00	WZEJ3

Note: The Serving Arrangement Change Charge applies to any revision to the 211 Service other than changing the Routing Telephone Number.

211 Service does not result in any additional monthly charges. Rather, the applicable monthly charges are the charges associated with the service, equipment, and facilities used to provide 211 Service. 211 Service subscribers will pay the standard rates found in this tariff or the service agreement or appropriate contract rates for the local exchange services used for transporting and terminating calls to the Approved Community Information and Referral Service Provider's call center(s).

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