

N11 DIALING SERVICE

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Effective: December 1, 2008

RESERVED FOR FUTURE USE

Effective: November 19, 2009

N11 DIALING SERVICE

I. DESCRIPTION

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N11 refers to a nationally assigned three digit abbreviated dialing code. The Federal Communications Commission (FCC) has ordered that certain N11 numbers be assigned for national purposes and specific uses. The following abbreviated dialing codes, the uses for the code and classification of Customer permitted to use such numbers and purchase the Company's N11 Dialing Service(s) are listed below:

211 - Access to non-emergency community information and referral services. This code is only assignable to authorized community and social service providers of information and referrals.

311 - Access to non-emergency state or local government services. This code is only assignable to local or state government agencies.

511 - Access to travel information services. This code is only assignable to federal, state or local government transportation agencies.

N11 Dialing Service ("Service") is optional, intraLATA, local voice grade exchange communications service that allows Company's telephone exchange end-user subscribers or other calling parties that have local exchange service from Company's central office switched dial tone, to reach the N11 Customer by dialing an abbreviated telephone number. (This includes end-user subscribers of Company's local exchange service as well as calling parties served by Company's local exchange services resold by other local exchange service providers.)

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II. DEFINITIONS

Company - Verizon California Inc.

Customer or N11 Customer - For purposes of Company's N11 Dialing Service, Customer (also "N11 Customer") is the entity authorized by law and relevant governmental agency action to purchase the N11 Dialing Service for the permitted governmental purpose(s) described above. Customer may not resell the N11 Dialing Service nor use it for any commercial purpose.

Customer Call Center - A N11 Customer location where N11 Calls are to be routed and answered.

End-User - A Company subscriber of local exchange service.

Routing Telephone Number - A valid seven or ten digit telephone number within the Public Switched Telephone Network used to route and terminate an N11 abbreviated dialing code to the N11 Customer call center.

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III. TERMS AND CONDITIONS

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A. General

1. N11 Dialing Service is an optional Service provided on a month to month basis. A minimum service period of one month applies for this Service.
2. N11 Dialing Service is provided solely for the benefit of the N11 Customer. Company's provision of such Service shall not be interpreted, construed or regarded, directly or indirectly, as being for the benefit of or creating any obligation toward, or any right of action on behalf of, any third person or other legal entity.
3. The Company will make every effort to route N11 calls to the appropriate N11 Customer call center, however, Company will not be held responsible for routing mistakes or errors.
4. The provisioning of N11 Dialing Service does not include the inspection or constant monitoring of facilities to discover Service errors, defects, and malfunctions, nor does the Company undertake such responsibility. The N11 Customer shall make such operational tests as, in the judgment of the N11 Customer, are required to determine whether the Company's facilities are functioning properly for Customer's use. The N11 Customer shall promptly notify the Company in the event the Company's facilities are not functioning properly.

B. Customer Responsibility

1. The N11 Dialing Service Customer is responsible for obtaining all necessary permissions, licenses, written consents, waivers and releases and all other rights from all persons or entities whose information, work or services are used in connection with the Service.
2. The N11 Customer shall comply with applicable FCC orders, rules and regulations pertaining to the N11 Dialing Service.
3. The N11 Customer will subscribe to adequate telephone facilities, both initially and subsequently as required in the judgment of the Company, to handle calls to the N11 Customer without impairing the Company's general telephone service or telephone plant.

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III. TERMS AND CONDITIONS - Continued

C. Liability

In addition to the Limitation of Liability as set out in the Product Guide, the following additional provisions apply to N11 Dialing Service;

1. The Company has no liability for claims, losses or damages of any kind under any theory, including but not limited to, personal injury or damage to real or tangible personal property, attributable to or caused by the acts or omissions of the N11 Customer or any third party.
2. The Company has no liability for claims of any kind, including claims for bodily injury or damage to real or tangible personal property, by end-users.
3. Claims by an end-user, who is a business subscriber of Company's local exchange service, directly related to the local exchange service provided by Company to the end-user shall be governed by the Section 2, General Terms and Conditions, of this Product Guide.
4. Claims by an end-user, who is a residential subscriber of Company's local exchange service, directly related to the local exchange service provided by Company to the subscriber/end-user shall be governed by the SCHEDULE Cal. P.U.C D& R of Company's intrastate local exchange Tariffs.

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IV. APPLICABILITY

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1. The Company can only make the N11 number code available to end-users located in Company local telephone service exchanges. To establish access to the N11 number code for use by end-users in non-Company local exchanges, the N11 Customer must make appropriate arrangements with the local exchange service provider companies serving those local exchanges. The N11 Customer must also independently make arrangements with wireless and voice over internet protocol service providers in order for the N11 number code to function within the networks of such service providers.
2. The N11 Customer shall make written application to Company for the N11 Dialing Service desired specifying which Company local exchange(s) are to be routed to the N11 Customer's call center and confirming their eligibility as a N11 Customer. The N11 Customer is also responsible for informing Company and all other relevant service providers that the N11 Customer has established an N11 call center in the designated area.
3. Only calls originating within an operational N11 Dialing service area will be routed to a N11 Customer's call center. End-users dialing the relevant N11 number code outside an operational N11 Dialing Service area will receive a recorded message that the call cannot be completed as dialed.
4. There can be only one N11 Customer (one for each type of abbreviated dialing code set out above) in each designated geographic area. N11 Dialing Service areas may not overlap. As requests are submitted by qualifying entities for N11 number assignment for use with Company's N11 Dialing Service, the Company will provide such Services on a first come, first service basis.
5. N11 Dialing Service will not provide calling number information in real time to the N11 Customer. If the N11 Customer needs this type of information, the N11 Customer must separately subscribe to a compatible Calling Number Identification service. Company is not liable for any claims based on incorrect or unavailable calling number information.
6. End-user N11 calls are not permitted where local calling is restricted (e.g. prisons).

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IV. APPLICABILITY- Continued

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7. The N11 Customer may designate only one RTN per N11 Dialing Service area but may designate different RTNs for different N11 Dialing Service areas as described below.
 - If the N11 Customer utilizes more than one N11 RTN, it must designate the specific serving office or NPA-NXX to be served by each RTN.
 - The Company will route N11 calls originating from an end-user on Company's local exchange network whether the end-user purchases local exchange service directly from the Company or from another local exchange service provider who provides services to the end-user by utilizing Company's local exchange dial tone service.
 - All RTNs shall be local in nature and shall not result in intraLATA toll, interLATA long distance or pay-per-call charges to Company end-users. Where the N11 Customer's call center is not located within the Company's relevant local exchange service area, then the N11 Customer shall separately establish Foreign Exchange Service, Remote Call Forwarding Service or supply the Company with a toll free telephone number so that Company end-user calls to the Customer's N11 Dialing Code remain local in nature.
8. If the Company, for any reason, can not route N11 calls from the calling party's NPA-NXX, the Company will default route the call based on the caller's serving Central Office.
9. Local measured or message rate service charges will apply for Company end-users, subscribing to measured or message rate service, for calls such end-users place to an N11 number
10. The Company will route N11 calls based on its relevant central office. If a central office services one or more exchanges areas or multiple states, the Company will route the N11 call based on the originating NPA-NXX. The Company is not responsible or liable in any way for claims arising due to physical N11 call routing boundaries not matching the boundaries of end-user or N11 caller's requested service area.
11. A calling party dialing N11 from a Company payphone served by one of the offices in the N11 Dialing Service calling area may be charged for such calls. Such charges to calling parties are separate and apart for charges covered under this service.

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IV. APPLICABILITY- Continued

12. N11 Dialing Service provided pursuant to individual case basis contracts

- References to "Tariff" or "tariff" in such existing contracts shall be replaced with, and shall now mean this "Product Guide" including but not limited to the portion of the Product Guide for N11 Dialing Service.
- N11 Dialing Service provided pursuant to in-service, currently effective individual case basis contracts, shall continue until such contracts expire or are terminated pursuant to the specific terms of the applicable contract. Existing N11 Customers wanting to continue service would purchase N11 Dialing Service pursuant to the rates, terms and conditions of this Product Guide using Company's established ordering procedures.

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V. RATES

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The following rates are applicable for only the N11 number codes identified in this N11 Dialing Service section of the Product Guide.

	Nonrecurring <u>Charge</u>	Monthly <u>Rate</u>
Service Establishment Charge, per N11 Service Configuration, per Customer	\$ 1,700.00	-0-
N11 System Configuration per N11 Code, per Customer	-0-	\$ 60.00
Initial Programming Charge per Company Central Office	150.00	-0-
Subsequent changes to Routing Telephone Number (RTN) per each RTN, per occurrence	25.00	-0-

The rates above are in addition to charges for other applicable services required for transporting and terminating messages at the N11 Customer's Call Center (e.g., Dial Tone lines, PBX trunks, CentraNet services lines, Foreign Exchange service, 800 number types' service, etc.).

N11 Customers continuing N11 Dialing Service pursuant to this Product Guide, after the expiration of their individual case basis contract, shall not be subject any non-recurring charges provided there are no changes required to conform to N11 Dialing Services, or lapse in, the continuing Service. If changes are required, all applicable non recurring charges shall apply.

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