

LOCAL SERVICE TARIFF
PUCO NO. 1

CINCINNATI BELL TELEPHONE COMPANY LLC

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311 SERVICE

A. GENERAL

3-1-1 non-emergency service is an intraLATA local service that will provide the local government entity ("Customer") the ability to terminate all 3-1-1 dialed incoming calls to a central location or to alternate Customer-defined location(s) based on the originator's nine-digit zip code.

3-1-1 can also be used to provide access to local government offices (such as the Mayor's Office, Department of Parks and Recreation, Planning Commission, etc.). Access to local government offices can only be provided in addition to non-emergency access to police and fire. This capability is dependent upon ancillary Customer Premise Equipment (CPE) (i.e., IVR, ACD, etc.) capabilities or customer resources (i.e., Operators to transfer calls).

3-1-1 Service will recognize, route and deliver 3-1-1 dialed calls to Customer Provided Equipment which either (i) originate from CBT Ohio end offices serving the Customer, or (ii) originate from non-CBT Ohio end offices, provided that the Customer, CBT Ohio and other service providers have reached an agreement as to the interconnection and processing of 3-1-1 calls originating from non-CBT Ohio end offices.

Calls to "3-1-1" will be routed via the CBT Ohio public switched network utilizing Advanced Intelligent Network platforms and features to route the call to customer designated location(s).

B. DEFINITIONS

1. **Advanced Intelligent Network (AIN)**
AIN is a telecommunications network that is software controlled. The network "intelligence" is located in computer nodes which are distributed throughout the network, rather than being confined to the originating and terminating switching offices. Before calls (either outbound or inbound) are sent to their final destination, the network queries a database for disposition of the call.
2. **Calling (Party Number CPN)**
The ten digit telephone number of the calling party.
3. **Route To Number**
Ten digit telephone number(s) designated by the customer for terminating 3-1-1 calls.
4. **Management Service System**
A computerized database containing relational customer data information that is utilized to route 3-1-1 calls.
5. **Signaling System No. 7 (SS7)**
The telecommunications signaling system using protocols recommended by the International Consultative Committee for Telegraphy and Telephony (ICCTT) used by Cincinnati Bell to route calls over the public switched network.

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C. TERMS AND CONDITIONS

In addition to the general regulations found in Section 2 of this tariff, the following regulations apply to 3-1-1 Service:

1. A prospective 3-1-1 Service Customer must make separate arrangements for business Local Exchange Access Service prior to establishment of 3-1-1 Service.
2. 3-1-1 Service is available on month-to-month basis. (C)
3. Local calls placed to 3-1-1 may be subject to applicable local usage charges.
4. Before 3-1-1 Service will be provided to a Customer, the Customer must:
 - a. Provide a list of 9-digit zip codes that will be used to identify the geographic boundaries of the proposed 3-1-1 service area;
 - b. Verify that it is a governmental entity that intends to use the 3-1-1 service code to provide non-emergency access to entities that provide police and fire protection within the geographic boundaries of its proposed service area;
 - c. Verify whether or not the Customer also intends to use the 3-1-1 service code to provide non-emergency access to other government services;
 - d. Certify that the Customer has provided notice of its intent to use the 3-1-1 service code throughout its proposed service area to all government entities that could use the 3-1-1 service code within that proposed service area. Such notice must provide those government entities upon whom it is served an opportunity to respond to the notice in a way that effectively preserves their ability to seek to use the 3-1-1 service code, either on their own, or in cooperation with other governmental entities; and
 - e. Acknowledge the authority of the Public Utilities Commission of Ohio (PUCO) to ultimately decide which governmental entity shall provide 3-1-1 service when, within any particular geographic area of Ohio, there are conflicting or competing requests by two or more governmental entities to use the 3-1-1 service code, to the extent that negotiations between or among the affected governmental entities fail.

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D. FEATURES

1. Standard Features

a. Call Routing

3-1-1 dialed calls can be terminated to a Customer defined location or to alternate locations.

b. Management Reports

3-1-1 Management Reports will be emailed to the Customer on a monthly basis. Reports available include the Default Number Report and Summary Report.

2. Optional Features

a. Day of Year and Time of Day Routing

Allows a 3-1-1 Service customer to select the location to which calls will be routed based upon the time of day and day of year (specific date) that calls originate.

b. Day of Week and Time of Day Routing

Allows a 3-1-1 Service Customer to select the location to which calls will be routed based upon the time of day and day of week that calls originate.

c. IVR Announcements

Allows a 3-1-1 Service Customer to select up to nine (0-9) options on each announcement to a select location.

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E. RATES AND CHARGES

1. Service Elements

| <u>Description</u> | <u>Nonrecurring Charge</u> | <u>Monthly Charge</u> | <u>USOC</u> (C) |
|--|--------------------------------|---------------------------|-----------------|
| 3-1-1 Service, per Customer, per LATA | 5,500.00 | 250.00 | TSPCL (C) |
| Distribution/Routing Criteria, per Subscription | | | |
| Nine-digit Zip Code | --- | 100.00 | TSNDZ (C) |
| Additional Routing Options | | | |
| Day of Year Time of Day | 50.00 | 25.00 | TSARY (C) |
| Day of Week Time of Day | 50.00 | 25.00 | TSARW (C) |
| IVR Announcement, per Location 0 to 9 Announcements | 50.00 | 75.00 | TSIVR (C) |
| Query/Routing Charge Total 3-1-1 Calls, per Month, | | | |
| 0-5,000 calls | --- | 50.00 | TSQRA (C) |
| 5,001 + calls | --- | 100.00 | TSQRB (C) |

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E. RATES AND CHARGES

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2. Termination Charges

In the event that a Customer initiates a Service Order request for 3-1-1 Service, and subsequently cancels the Service Order prior to full operational establishment of service, the Customer remains liable for all nonrecurring service establishment charges specified in this Tariff.

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