

**DT 04-122**

**VERIZON NEW HAMPSHIRE**

**Special Contract with the State of New Hampshire,  
to Implement 511 IntraLATA Dialing**

**Order Approving Special Contract for Implementation of 511**

**ORDER NO. 24,357**

**July 28, 2004**

On July 1, 2004, Verizon New Hampshire (Verizon) filed with the New Hampshire Public Utilities Commission (Commission), pursuant to New Hampshire RSA 378:18(b), a Special Contract with the State of New Hampshire for implementation of 511 IntraLata Dialing (“511”) services, which are not covered by any existing tariff. 511 service is a custom call routing/transport application that provides callers with basic travel information; such as, weather and road conditions, traffic updates, public transportation service interruptions, routes, fares, and schedules, etc.

The U.S. Department of Transportation originally petitioned the Federal Communications Commission (FCC) to establish a national three-digit dialing code for traveler information. The petition was granted by the FCC on July 21, 2000, and it assigned 511 as an abbreviated dialing code for travel information services. The FCC order allows broad discretion on the part of State and local transportation agencies in the implementation of 511, but also made clear that the 511 number would be assigned to public agencies. The assignment of 511 is nationwide and the FCC expects that the service will be available to the entire traveling public.

511 dialing employs Advanced Intelligent Network-based service terminating to a telephone number specified by the service provider, which in this case is the State of New Hampshire. The specified number routes the call to a termination point that provides callers with traffic and traveler information. The special contract covers the non-recurring cost of switch programming for implementation of 511, in 25 Verizon Central Offices, and the routing of these calls for a period of 36 months.

In support of the filing, Verizon submitted documentation, including an overview, contract terms and conditions and a cost study associated with the special contract subject to confidential treatment pursuant to RSA 378:43. Commission Staff reviewed the cost study and determined that the negotiated price for the implementation of 511 exceeds the relevant costs. Accordingly, Staff has recommended that the Commission approve this special contract.

We have reviewed the petition and the Staff recommendation and find the proposed special contract to be in the public interest. In accord with our prior practice, we retain authority to approve any assignment of the rights and obligations created under this special contract. Further, any future rate case and rate redesign filed by Verizon during the life of this special contract will include consideration of the effect of the rates thus afforded the State of New Hampshire.

**Based upon the foregoing, it is hereby**

**ORDERED**, that Verizon New Hampshire's Special Contract with the State of New Hampshire is APPROVED; and it is

**FURTHER ORDERED**, that the Commission retains authority to approve any assignment by Verizon New Hampshire of its rights and obligations under this Special Contract; and it is

**FURTHER ORDERED**, that during any rate case or rate redesign filed by Verizon New Hampshire during the life of this Special Contract, the Commission will consider whether any changes should be made to the revenue requirements or cost studies as a result of the rates afforded the State of New Hampshire in this Special Contract.

By order of the Public Utilities Commission of New Hampshire this twenty-eighth day of July, 2004.

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Thomas B. Getz  
Chairman

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Graham J. Morrison  
Commissioner

Attested by:

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Kimberly Nolin Smith  
Assistant Secretary