

| APPENDIX B   | Estimated Burden to the Public in Hours |              |              |              | Estimated "In-House" Cost Burden in Dollars |                  |                  |                    |
|--|---|--------------|--------------|--------------|---|------------------|------------------|--------------------|
|  | 2009                                    | 2010         | 2011         | Average      | 2009  | 2010             | 2011             | Average            |
| <b>(A) Collection of Routing Information</b>   |   |              |              |              |   |                  |                  |                    |
| Cost to providers for development, testing, and deployment of systems to automatically obtain, retain, and provision routing information from registered users. [NewProviders x Hours/Provider x Software Cost/Hour amortized over three years]  | 1600                                    | 0            | 0            | 533          | \$32,731                                    | \$32,731         | \$32,731         | \$32,731           |
| Annual cost to providers for maintenance of systems to automatically obtain, retain, and provision routing information from registered users. [Providers x Hours/Provider x Software Cost/Hour]  | 3000                                    | 3000         | 3000         | 3000         | \$184,110                                   | \$184,110        | \$184,110        | \$184,110          |
| Cost to providers for configuring consumer premises equipment for automatic provisioning of routing information. [Number of registrations each year x Configuration attempts needing follow-up x Hours/User x Service costs/Hour]  | 27450                                   | 7470         | 6660         | 13860        | \$798,521                                   | \$217,302        | \$193,739        | \$403,187          |
| Cost to users for configuring consumer premises equipment for automatic provisioning of routing information. [Number of registrations each year x (User hours + (Configuration attempts needing follow-up x Follow-up hours/user) x User costs/Hour]                                   | 88450                                   | 24070        | 21460        | 44660        | \$1,539,915                                 | \$419,059        | \$373,619        | \$777,531          |
| <i>Subtotal</i>  | <i>120500</i>                           | <i>34540</i> | <i>31120</i> | <i>62053</i> | <i>\$2,555,276</i>                          | <i>\$853,202</i> | <i>\$784,199</i> | <i>\$1,397,559</i> |
| <b>(B) Provisioning of Routing Information</b>   |   |              |              |              |   |                  |                  |                    |
| Costs to providers and users of provisioning routing information included in (A) above   | (hours included in (A) above)           |              |              |              | (costs included in (A) above)               |                  |                  |                    |
| <b>(C) Collection of Registered Location</b>   |   |              |              |              |   |                  |                  |                    |
| Cost to providers for development, testing, and deployment of a webpage to collect registration information, including FAQs, etc., and to develop a separate tracking system for mail-in registration. [NewProviders x Hours/Provider x Software cost/Hour amortized over three years] | 600                                     | 0            | 0            | 200          | \$12,274                                    | \$12,274         | \$12,274         | \$12,274           |

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|--|---|--------------|--------------|--------------|---|------------------|------------------|------------------|
|  | 2009                                    | 2010         | 2011         | Average      | 2009  | 2010             | 2011             | Average          |
| Annual cost to providers for maintenance of systems associated with registration services. [Providers x Hours/Provider x Software cost/Hour]   | 3000                                    | 3000         | 3000         | 3000         | \$184,110                                   | \$184,110        | \$184,110        | \$184,110        |
| Cost to providers for registration. [Number of registrations each year x Telephone Registrations x Hours/User x Service Cost/Hour]   | 7625                                    | 2075         | 1850         | 3850         | \$221,811                                   | \$60,362         | \$53,817         | \$111,997        |
| Cost to users for registration. [Number of registrations each year x ((Online registrations x User hours) + (Telephone registrations x Hours/user)) x User Cost/Hour]                          | 48800                                   | 13280        | 11840        | 24640        | \$849,608                                   | \$231,205        | \$206,134        | \$428,982        |
| Cost to providers for Registered Location updates. (Number of users x Number of updates x Telephone updates x Hours/User x Service Cost/Hour)  | 848                                     | 944          | 992          | 928          | \$24,668                                    | \$27,461         | \$28,857         | \$26,996         |
| Cost to users for Registered Location updates. (Number of users x Number of updates x ((Online updates x User hours) + (Telephone updates x Hours/User)) x User Cost/Hour)                     | 5618                                    | 6254         | 6572         | 6148         | \$97,809                                    | \$108,882        | \$114,419        | \$107,037        |
| <i>Subtotal</i>  | <i>66491</i>                            | <i>25553</i> | <i>24254</i> | <i>38766</i> | <i>\$1,390,281</i>                          | <i>\$624,294</i> | <i>\$599,611</i> | <i>\$871,395</i> |
| <b>(D) Provisioning of Registered Location and other information to ALI databases</b>  |   |              |              |              |   |                  |                  |                  |
| Cost to providers to develop, test, and deploy automated system for provisioning information to ALI databases. [NewProviders x Hours/Provider x Software cost/Hour amortized over three years] | 3200                                    | 0            | 0            | 1067         | \$65,461                                    | \$65,461         | \$65,461         | \$65,461         |
| Annual cost to providers to maintain automated system for provisioning information to ALI databases. [Providers x Hours/Provider x Software cost/Hour]   | 4800                                    | 4800         | 4800         | 4800         | \$294,576                                   | \$294,576        | \$294,576        | \$294,576        |
| <i>Subtotal</i>  | <i>8000</i>                             | <i>4800</i>  | <i>4800</i>  | <i>5867</i>  | <i>\$360,037</i>                            | <i>\$360,037</i> | <i>\$360,037</i> | <i>\$360,037</i> |
| <b>(E) User Advisory</b>   |   |              |              |              |   |                  |                  |                  |
| Costs to providers and users of posting and reading advisory included in (C) above   | (hours included in (C) above)           |              |              |              | (costs included in (C) above)               |                  |                  |                  |

| APPENDIX B  | Estimated Burden to the Public in Hours |              |              |               | Estimated "In-House" Cost Burden in Dollars |                    |                    |                    |
|---|---|--------------|--------------|---------------|---|--------------------|--------------------|--------------------|
|   | 2009                                    | 2010         | 2011         | Average       | 2009  | 2010               | 2011               | Average            |
| <b>(F) Record of Affirmative Acknowledgement</b>  |   |              |              |               |   |                    |                    |                    |
| Costs to providers and users of obtaining affirmative acknowledgement included in (C) above   | (hours included in (C) above)           |              |              |               | (costs included in (C) above)               |                    |                    |                    |
| Costs to providers of overseeing electronic storage of affirmative acknowledgement for users registered online. [Providers x Cost/Provider x Software cost/Hour]  | 144                                     | 144          | 144          | 144           | \$8,837                                     | \$8,837            | \$8,837            | \$8,837            |
| <i>Subtotal</i>   | 144                                     | 144          | 144          | 144           | \$8,837                                     | \$8,837            | \$8,837            | \$8,837            |
| <b>(G) Interstate TRS Fund Submission</b>   |   |              |              |               |   |                    |                    |                    |
| Costs to providers to collect and submit costs of complying with the numbering and emergency handling requirements of the Order. [Providers x Hours to Collect Costs/Provider x Frequency of Collection x Attorney Cost/Hour] | 1152                                    | 1152         | 1152         | 1152          | \$70,698                                    | \$70,698           | \$70,698           | \$70,698           |
| <i>Subtotal</i>   | 1152                                    | 1152         | 1152         | 1152          | \$70,698                                    | \$70,698           | \$70,698           | \$70,698           |
| <b>Totals for First Numbering Order</b>   | <b>196287</b>                           | <b>66189</b> | <b>61470</b> | <b>107982</b> | <b>\$4,385,129</b>                          | <b>\$1,917,068</b> | <b>\$1,823,382</b> | <b>\$2,708,526</b> |
| <b>(E) User Advisory (Revised)</b>  |   |              |              |               |   |                    |                    |                    |
| Costs to providers to revise user advisory posted on website and included in promotional materials. [Providers x Hours/Provider x Attorney Cost/Hour amortized over three years]  | 480                                     | 0            | 0            | 160           | \$9,819                                     | \$9,819            | \$9,819            | \$9,819            |
| Costs to users to read revised advisory posted on website and included in promotional materials. [New users x Hours/user x User Cost/Hour]  | 13250                                   | 1500         | 750          | 5167          | \$230,683                                   | \$26,115           | \$13,058           | \$89,952           |
| <i>Subtotal</i>   | 13730                                   | 1500         | 750          | 5327          | \$240,502                                   | \$35,934           | \$22,877           | \$99,771           |
| <b>(H) Message Notifying Callers of New Number</b>  |   |              |              |               |   |                    |                    |                    |
| Costs to providers of recording messages for users with proxy numbers. [Users in 2008 x Percentage of Users with Proxy Numbers x Hours to record message x Service Cost/Hour, amortized over three years]                     | 18000                                   | 0            | 0            | 6000          | \$174,540                                   | \$174,540          | \$174,540          | \$174,540          |
| <i>Subtotal</i>   | 18000                                   | 0            | 0            | 6000          | \$174,540                                   | \$174,540          | \$174,540          | \$174,540          |
| <b>(I) Ascertaining Registration Status</b>   |   |              |              |               |   |                    |                    |                    |



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|---|---|---------------|---------------|---------------|---|--------------------|--------------------|--------------------|
|   | 2009                                    | 2010          | 2011          | Average       | 2009  | 2010               | 2011               | Average            |
| Costs to providers to develop software to share information with new default providers regarding existing CPE. [Providers x Hours/Provider x Software Cost/Hour amortized over three years]   | 3600                                    | 0             | 0             | 1200          | \$73,644                                    | \$73,644           | \$73,644           | \$73,644           |
| Costs to providers to exchange CPE information when user changes default providers. [Users x Percent of users changing providers x Providers per Change x Hours/Provider x Service Cost/Hour] | 1360                                    | 1802          | 2006          | 1723          | \$39,562                                    | \$52,420           | \$58,355           | \$50,112           |
| <i>Subtotal</i>   | 4960                                    | 1802          | 2006          | 2923          | \$113,206                                   | \$126,064          | \$131,999          | \$123,756          |
| <b>Totals for Second Numbering Order</b>  | <b>146280</b>                           | <b>73803</b>  | <b>74154</b>  | <b>98079</b>  | <b>\$3,212,364</b>                          | <b>\$2,034,069</b> | <b>\$2,044,624</b> | <b>\$2,430,352</b> |
| <b>Cumulative Total</b>   | <b>342567</b>                           | <b>139992</b> | <b>135624</b> | <b>206061</b> | <b>\$7,597,493</b>                          | <b>\$3,951,137</b> | <b>\$3,868,007</b> | <b>\$5,138,879</b> |

| APPENDIX C   | Dollars                       |                    |                    |                    |
|--|-------------------------------|--------------------|--------------------|--------------------|
|  | 2009                          | 2010               | 2011               | Average            |
| <b>(A) Collection of Routing Information</b>   |                               |                    |                    |                    |
| Annual cost to providers for additional server space, memory, communications, and backup/recovery service associated with routing information systems. [Providers x Costs/Provider]  | \$31,200                      | \$31,200           | \$31,200           | \$31,200           |
| Subtotal, Capital and Startup Cost   | \$0                           | \$0                | \$0                | \$0                |
| Subtotal, Operation, Maintenance, and Services Cost  | \$31,200                      | \$31,200           | \$31,200           | \$31,200           |
| <i>Subtotal</i>  | <i>\$31,200</i>               | <i>\$31,200</i>    | <i>\$31,200</i>    | <i>\$31,200</i>    |
| <b>(B) Provisioning of Routing Information</b>   |                               |                    |                    |                    |
| Costs to providers and users of provisioning routing information included in (A) above   | (costs included in (A) above) |                    |                    |                    |
| <b>(C) Collection of Registered Location</b>   |                               |                    |                    |                    |
| Annual cost to providers for additional server space, memory, communications, and backup/recovery service associated with registration systems. [Providers x Costs/Provider]   | \$31,200                      | \$31,200           | \$31,200           | \$31,200           |
| Subtotal, Capital and Startup Cost   | \$0                           | \$0                | \$0                | \$0                |
| Subtotal, Operation, Maintenance, and Services Cost  | \$31,200                      | \$31,200           | \$31,200           | \$31,200           |
| <i>Subtotal</i>  | <i>\$31,200</i>               | <i>\$31,200</i>    | <i>\$31,200</i>    | <i>\$31,200</i>    |
| <b>(D) Provisioning of Registered Location and other information to ALI databases</b>  |                               |                    |                    |                    |
| Cost to providers of gateway routers. [Number of routers x Costs/Router / Router amortization]   | \$2,100,000                   | \$2,100,000        | \$2,100,000        | \$2,100,000        |
| Costs to providers for dedicated lines between gateway routers and specialized routers. [Number of connections x Costs/Connection]   | \$1,940,000                   | \$1,940,000        | \$1,940,000        | \$1,940,000        |
| Costs to providers for access to Wireline E911 Network and related services. [Number of users x Costs/User]  | \$132,500                     | \$147,500          | \$155,000          | \$145,000          |
| Subtotal, Capital and Startup Cost   | \$2,100,000                   | \$2,100,000        | \$2,100,000        | \$2,100,000        |
| Subtotal, Operation, Maintenance, and Services Cost  | \$2,072,500                   | \$2,087,500        | \$2,095,000        | \$2,085,000        |
| <i>Subtotal</i>  | <i>\$4,172,500</i>            | <i>\$4,187,500</i> | <i>\$4,195,000</i> | <i>\$4,185,000</i> |
| <b>(E) User Advisory</b>   |                               |                    |                    |                    |
| Costs to providers and users of posting and reading advisory included in (C) above   | (costs included in (C) above) |                    |                    |                    |
| <b>(F) Record of Affirmative Acknowledgement</b>   |                               |                    |                    |                    |
| Costs to providers and users of obtaining affirmative acknowledgement included in (C) above  | (costs included in (C) above) |                    |                    |                    |
| Costs to providers of storing paper records of affirmative acknowledgement for users registered over the telephone. [Cumulative number of registrations x Telephone registrations / Paper record per cubic foot * Cost per cubic foot] | \$671                         | \$854              | \$1,016            | \$847              |
| Subtotal, Capital and Startup Cost   | \$0                           | \$0                | \$0                | \$0                |

|   |                     |                    |                    |                    |
|---|---------------------|--------------------|--------------------|--------------------|
| Subtotal, Operation, Maintenance, and Services Cost   | \$671               | \$854              | \$1,016            | \$847              |
| <i>Subtotal</i>   | \$671               | \$854              | \$1,016            | \$847              |
| <b>(G) Interstate TRS Fund Submission</b>   |                     |                    |                    |                    |
| Costs to providers to collect and submit costs of complying with the numbering and emergency handling requirements of the <i>Order</i> .  | (no exterior costs) |                    |                    |                    |
| <b>Capital and Startup Cost for First Numbering Order</b>   | <b>\$2,100,000</b>  | <b>\$2,100,000</b> | <b>\$2,100,000</b> | <b>\$2,100,000</b> |
| <b>Operation, Maintenance, and Services Cost for First Numbering Order</b>  | <b>\$2,135,571</b>  | <b>\$2,150,754</b> | <b>\$2,158,416</b> | <b>\$2,148,247</b> |
| <b>Total for First Numbering Order</b>  | <b>\$4,235,571</b>  | <b>\$4,250,754</b> | <b>\$4,258,416</b> | <b>\$4,248,247</b> |
| <b>(E) User Advisory (Revised)</b>  |                     |                    |                    |                    |
| Costs to providers of revising user advisory.   | (no exterior costs) |                    |                    |                    |
| <b>(H) Message Notifying Callers of New Number</b>  |                     |                    |                    |                    |
| Costs to providers of creating message to notify callers of new number.   | (no exterior costs) |                    |                    |                    |
| <b>(I) Ascertaining Registration Status</b>   |                     |                    |                    |                    |
| Costs to providers of ascertaining registration status of dial-around users.  | (no exterior costs) |                    |                    |                    |
| <b>(J) Verifying Registration Information</b>   |                     |                    |                    |                    |
| Cost to providers of storing paper records of mail-in verifications. [Cumulative number of registrations x Percent verifications mailed in / Paper record per cubic foot * Cost per cubic foot] | \$2,684             | \$3,414            | \$4,066            | \$3,388            |
| Subtotal, Capital and Startup Cost  | \$0                 | \$0                | \$0                | \$0                |
| Subtotal, Operation, Maintenance, and Services Cost   | \$2,684             | \$3,414            | \$4,066            | \$3,388            |
| <i>Subtotal</i>   | \$2,684             | \$3,414            | \$4,066            | \$3,388            |
| <b>(K) Pass-Through Petitions</b>   |                     |                    |                    |                    |
| Costs to providers of petitioning Commission to pass-through certain costs to consumers.  | (no exterior costs) |                    |                    |                    |
| <b>(L) CPE Information Exchange</b>   |                     |                    |                    |                    |
| Costs to providers of exchanging CPE information with former and new default providers.   | (no exterior costs) |                    |                    |                    |
| <b>Capital and Startup Cost for Second Numbering Order</b>  | <b>\$0</b>          | <b>\$0</b>         | <b>\$0</b>         | <b>\$0</b>         |
| <b>Operation, Maintenance, and Services Cost for Second Numbering Order</b>   | <b>\$2,684</b>      | <b>\$3,414</b>     | <b>\$4,066</b>     | <b>\$3,388</b>     |
| <b>Total for Second Numbering Order</b>   | <b>\$2,684</b>      | <b>\$3,414</b>     | <b>\$4,066</b>     | <b>\$3,388</b>     |
| <b>Cumulative Capital and Startup Cost</b>  | <b>\$2,100,000</b>  | <b>\$2,100,000</b> | <b>\$2,100,000</b> | <b>\$2,100,000</b> |
| <b>Cumulative Operation, Maintenance, and Services Cost</b>   | <b>\$2,138,255</b>  | <b>\$2,154,168</b> | <b>\$2,162,482</b> | <b>\$2,151,635</b> |
| <b>Cumulative Total</b>   | <b>\$4,238,255</b>  | <b>\$4,254,168</b> | <b>\$4,262,482</b> | <b>\$4,251,635</b> |

|                           |            |
|---------------------------|------------|
| Providers                 | 12         |
| NewProviders              | 2          |
| Users2008                 | 200,000    |
| Users2009                 | 265,000    |
| Users2010                 | 295,000    |
| Users2011                 | 310,000    |
| UsersChange               | 20%        |
| Registrations2009         | 305,000    |
| Registrations2010         | 83,000     |
| Registrations2011         | 74,000     |
| UsersUpdate               | 40%        |
| HourlySoftware            | \$61.37    |
| HourlyService             | \$29.09    |
| HourlyUser                | \$17.41    |
| MaintainRouting           | \$2,600.00 |
| MaintainRegister          | \$2,600.00 |
| HoursDevelopRouting       | 800        |
| HoursMaintainRouting      | 250        |
| HoursDevelopRegister      | 300        |
| HoursMaintainRegister     | 250        |
| HoursDevelopProvisioning  | 1600       |
| HoursMaintainProvisioning | 400        |
| HoursModifyAdvisory       | 40         |
| HoursStorage              | 12         |
| HoursCPEFix               | 300        |
| HoursCostCollection       | 8          |
| HoursCostPassthrough      | 16         |
| HoursNewNumber            | 0.1        |
| HoursDialAround           | 0.008      |
| HoursOnlineVerify         | 0.017      |
| HoursMailinVerify         | 0.3        |
| HoursCPEExchange          | 0.017      |
| ConfigureUser             | 0.20       |
| ConfigureFollowup         | 30%        |
| ConfigureProvider         | 0.30       |
| RegisterUser              | 0.15       |
| RegisterContact           | 10%        |
| RegisterProvider          | 0.25       |
| UpdateUser                | 0.05       |
| UpdateContact             | 10%        |
| UpdateProvider            | 0.08       |
| UserAdvisory              | 0.05       |
| UserOnlineVerify          | 0.017      |



|                          |              |
|--------------------------|--------------|
| UserMailinVerify         | 0.15         |
| UsersProxy               | 90%          |
| UsersDialAround          | 75%          |
| UsersOnlineVerifyPercent | 60%          |
| CostCollectionFrequency  | 12           |
| PassthroughFrequency     | 4            |
| AverageDialArounds       | 15           |
| Gateways                 | 75           |
| GatewayPrice             | \$140,000.00 |
| GatewayAmortization      | 5            |
| ConnectSameCity          | 75           |
| ConnectNewCity           | 125          |
| PriceSameCity            | \$4,200.00   |
| PriceNewCity             | \$13,000.00  |
| ALI2009                  | \$0.50       |
| ALI2010                  | \$0.50       |
| ALI2011                  | \$0.50       |
| PaperStorage             | 500          |
| PaperCost                | \$11.00      |