APPENDIX B	Estimated Burden to the Public in Hours				Estimated "In-House" Costs in Dollars to the Public			
	1st Year	2nd Year	3rd Year	Average	1st Year	2nd Year	3rd Year	Average
(A) Collection of Routing Information								
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
Routing Information **(Proposed Revised Requirement)** Cost to providers for development, testing, and deployment of systems to remove any toll free number that has not been transferred to a subscription with a toll free service provider and for which the user is the subscriber of record, and to ensure that the toll free number of a user that is associated with a geographically appropriate NANP number will be associated with the same URI as that geographically appropriate NANP telephone number. [Providers x Hours/Provider x Software Cost/Hour amortized over three years]	90000	45000	18000	51000	$1,905,300	$952,650	$381,060	$1,079,670
Subtotal	*210500*	*79540*	*49120*	*113053*	*$4,460,576*	*$1,805,852*	*$1,165,259*	*$2,477,229*
(B) Provisioning of Routing Information								
Costs to providers and users of provisioning routing information included in (A) above	(hours included in (A) above)				(costs included in (A) above)			
(C) Collection of Registered Location								
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

APPENDIX B	Estimated Burden to the Public in Hours				Estimated "In-House" Costs in Dollars to the Public			
	1st Year	2nd Year	3rd Year	Average	1st Year	2nd Year	3rd Year	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
Subtotal	*66491*	*25553*	*24254*	*38766*	*$1,390,281*	*$624,294*	*$599,611*	*$871,395*
(D) Provisioning of Registered Location and other information to ALI databases								
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
Subtotal	*8000*	*4800*	*4800*	*5867*	*$360,037*	*$360,037*	*$360,037*	*$360,037*

APPENDIX B	Estimated Burden to the Public in Hours				Estimated "In-House" Costs in Dollars to the Public			
	1st Year	2nd Year	3rd Year	Average	1st Year	2nd Year	3rd Year	Average
(E) User Advisory								
Costs to providers and users of posting and reading advisory included in (C) above **(First Numbering Order)**	(hours included in (C) above)				(costs included in (C) above)			
(Second Numbering Order)								
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
User Advisory (*Proposed Revised Requirement*)								
Costs to providers to revise user advisory posted on website and included in promotional materials to include the additional information regarding toll free issues. [Providers x Hours/Provider x Attorney Cost/Hour amortized over three years]	*10800*	*1260*	*720*	*4260*	*$228,636*	*$26,674*	*$15,242*	*$90,184*
Subtotal	*24530*	*2760*	*1470*	*9587*	*$469,138*	*$62,608*	*$38,119*	*$189,955*
(F) Record of Affirmative Acknowledgement								
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	8837	$8,837	$8,837	$8,837
Subtotal	*144*	*144*	*144*	*144*	*8837*	*$8,837*	*$8,837*	*$8,837*
(G) Interstate TRS Fund Submission								
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
Subtotal	*1152*	*1152*	*1152*	*1152*	*$70,698*	*$70,698*	*$70,698*	*$70,698*

APPENDIX B	Estimated Burden to the Public in Hours				Estimated "In-House" Costs in Dollars to the Public			
	1st Year	2nd Year	3rd Year	Average	1st Year	2nd Year	3rd Year	Average
(H) Message Notifying Callers of New Number								
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	174540	$174,540	$174,540	$174,540
Subtotal	*18000*	*0*	*0*	*6000*	*174540*	*$174,540*	*$174,540*	*$174,540*
(I) Ascertaining Registration Status								
Costs to providers to collect and verify dial-around user's registration status. [Users x Percentage of users that dial-around x Average number of dial-around calls per user x Hours to verify x Service Cost/Hour]	23850	26550	27900	26,100	$693,797	$772,340	$811,611	$759,249
Costs to dial-around users to verify registration status. [Users x Percentage of users that dial-around x Average number of dial-around calls per user x Hours to verify x User Cost/Hour]	23850	26550	27900	26100	$415,229	$462,236	$485,739	$454,401
Subtotal	*47700*	*53100*	*55800*	*52200*	*$1,109,025*	*$1,234,575*	*$1,297,350*	*$1,213,650*
(J) Verifying Registration Information								
Costs to providers to process online verifications. [Registrations x Percent verifications online x Hours to process x Service Cost/Hour]	3111	847	755	1571	$90,499	$24,639	$21,963	$45,700
Costs to users to submit online verifications. [Registrations x Percent verifications online x Hours to submit x User Cost/Hour]	3111	847	755	1571	$54,163	$14,746	$13,145	$27,351
Costs to providers to process mail-in verifications. [Registrations x Percent verifications mailed in x Hours to process x Service Cost/Hour]	36600	9960	8880	18480	$1,064,694	$289,736	$258,319	$537,583
Costs to users to submit mail-in verifications. [Registrations x Percent verifications mailed in x Hours to submit x User Cost/Hour]	18300	4980	4440	9240	$318,603	$86,702	$77,300	$160,868
Subtotal	*61122*	*16633*	*14830*	*30862*	*$1,527,959*	*$415,823*	*$370,727*	*$771,502*
(K) Pass-Through Petitions								
Costs to providers to file petitions with Commission to pass costs through to consumers. [Providers x Frequency of Petitions x Hours to File Petition/Provider x Attorney Cost/Hour]	768	768	768	768	$47,132	$47,132	$47,132	$47,132
Subtotal	*768*	*768*	*768*	*768*	*$47,132*	*$47,132*	*$47,132*	*$47,132*

APPENDIX B	Estimated Burden to the Public in Hours				Estimated "In-House" Costs in Dollars to the Public			
	1st Year	2nd Year	3rd Year	Average	1st Year	2nd Year	3rd Year	Average
(L) CPE Information Exchange								
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
Subtotal	*4960*	*1802*	*2006*	*2923*	*$113,206*	*$126,064*	*$131,999*	*$123,756*
(M) Transferring Toll Free Numbers *(New Proposed Requirement)*								
Cost to providers for development, testing, and deployment of systems to gather and or provide information to facilitate the transfer of the toll free number to a toll free subscription with a toll free service provider that is under the direct control of the user. [Providers x Hours/Provider x Software Cost/Hour amortized over three years	*31770*	*15840*	*8100*	*18570*	*$672,570*	*$335,332*	*$171,477*	*$393,126*
Subtotal	*31770*	*15840*	*8100*	*18570*	*$672,570*	*$335,332*	*$171,477*	*$393,126*
Cumulative Total	**475137**	**202092**	**162444**	**279891**	**10404000**	**5265793**	**4435786**	**$6,701,858**

Annual Responses

Routing information collections	1,850,000
Provisions of routing information to the TRS Numbering Directory	1,850,000
Registered location collections	810,000
Provisions to the ALI databases	810,000
Advisories	462,000
Affirmative acknowledgements	462,000
Interstate TRS Fund submissions	432
Revised advisories	462,000
New number notifications	180,000
Numbering Directory queries to determine registration status	9,787,500
Registration verifications	462,000
Petitions seeking pass-through of numbering costs	144
Information exchanges after default provider switch	152,000
Numbering Directory transactions for toll free subscriptions and matches with URI associated with geographically appopriate NANP number	850
User advisories addressing toll free issues	51
Switches to toll free subscriptions	619
Total Number of Annual Responses Over the Next Three Years	*17,289,595*

APPENDIX B	Estimated Burden to the Public in Hours				Estimated "In-House" Costs in Dollars to the Public			
	1st Year	2nd Year	3rd Year	Average	1st Year	2nd Year	3rd Year	Average
Total Number of Annual Responses	*5,763,199*							

APPENDIX C	Dollars			
	2009	**2010**	**2011**	**Average**
(A) Collection of Routing Information				
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
Subtotal	*$31,200*	*$31,200*	*$31,200*	*$31,200*
(B) Provisioning of Routing Information				
Costs to providers and users of provisioning routing information included in (A) above	(costs included in (A) above)			
(C) Collection of Registered Location				
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
Subtotal	*$31,200*	*$31,200*	*$31,200*	*$31,200*
(D) Provisioning of Registered Location and other information to ALI databases				
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
Subtotal	*$4,172,500*	*$4,187,500*	*$4,195,000*	*$4,185,000*
(E) User Advisory				
Costs to providers and users of posting and reading advisory included in (C) above	(costs included in (C) above)			
(F) Record of Affirmative Acknowledgement				
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
Subtotal	*$671*	*$854*	*$1,016*	*$847*
(G) Interstate TRS Fund Submission				
Costs to providers to collect and submit costs of complying with the numbering and emergency handling requirements of the *Order*.		(no exterior costs)		
Capital and Startup Cost for First Numbering Order	*$2,100,000*	*$2,100,000*	*$2,100,000*	*$2,100,000*
Operation, Maintenance, and Services Cost for First Numbering Order	*$2,135,571*	*$2,150,754*	*$2,158,416*	*$2,148,247*
Total for First Numbering Order	*$4,235,571*	*$4,250,754*	*$4,258,416*	*$4,248,247*
(E) User Advisory (Revised)				
Costs to providers of revising user advisory.		(no exterior costs)		
(H) Message Notifying Callers of New Number				
Costs to providers of creating message to notify callers of new number.		(no exterior costs)		
(I) Ascertaining Registration Status				
Costs to providers of ascertaining registration status of dial-around users.		(no exterior costs)		
(J) Verifying Registration Information				
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
Subtotal	*$2,684*	*$3,414*	*$4,066*	*$3,388*
(K) Pass-Through Petitions				
Costs to providers of petitioning Commission to pass-through certain costs to consumers.		(no exterior costs)		
(L) CPE Information Exchange				
Costs to providers of exchanging CPE information with former and new default providers.		(no exterior costs)		
Capital and Startup Cost for Second Numbering Order	*$0*	*$0*	*$0*	*$0*
Operation, Maintenance, and Services Cost for Second Numbering Order	*$2,684*	*$3,414*	*$4,066*	*$3,388*
Total for Second Numbering Order	*$2,684*	*$3,414*	*$4,066*	*$3,388*
Cumulative Capital and Startup Cost	*$2,100,000*	*$2,100,000*	*$2,100,000*	*$2,100,000*
Cumulative Operation, Maintenance, and Services Cost	*$2,138,255*	*$2,154,168*	*$2,162,482*	*$2,151,635*
Cumulative Total	*$4,238,255*	*$4,254,168*	*$4,262,482*	*$4,251,635*

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