

| 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          |
| <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]   | 0                                       | 0            | 0            | 0            | \$0   | \$0              | \$0              | \$0              |
| 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]   | 2500                                    | 2500         | 2500         | 2500         | \$65,000  | \$65,000         | \$65,000         | \$65,000         |
| 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]   | 5500                                    | 5500         | 5500         | 5500         | \$58,000  | \$58,000         | \$58,000         | \$58,000         |
| 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]  | 9600                                    | 9600         | 9600         | 9600         | \$83,000  | \$83,000         | \$83,000         | \$83,000         |
| Routing Information <b>(Proposed Revised Requirement)</b> 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] | 9800                                    | 9800         | 9800         | 9800         | \$394,334   | \$394,334        | \$394,334        | \$394,334        |
| <i>Subtotal</i>   | <i>27400</i>                            | <i>27400</i> | <i>27400</i> | <i>27400</i> | <i>\$600,334</i>                                    | <i>\$600,334</i> | <i>\$600,334</i> | <i>\$600,334</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]  | 100                                     | 100          | 100          | 100          | \$3,068   | \$3,068          | \$3,068          | \$3,068          |

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|  | 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         | \$154,100   | \$154,100        | \$154,100        | \$154,100        |
| Cost to providers for registration. [Number of registrations each year x Telephone Registrations x Hours/User x Service Cost/Hour]   | 2750                                    | 2750         | 2750         | 2750         | \$56,893  | \$56,893         | \$56,893         | \$56,893         |
| 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]                          | 9790                                    | 9790         | 9790         | 9790         | \$145,000   | \$145,000        | \$145,000        | \$145,000        |
| Cost to providers for Registered Location updates. (Number of users x Number of updates x Telephone updates x Hours/User x Service Cost/Hour)  | 660                                     | 660          | 660          | 660          | \$19,199  | \$19,199         | \$19,199         | \$19,199         |
| 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)                     | 4600                                    | 4600         | 4600         | 4600         | \$80,086  | \$80,086         | \$80,086         | \$80,086         |
| <i>Subtotal</i>  | <i>20800</i>                            | <i>20800</i> | <i>20800</i> | <i>20800</i> | <i>\$455,278</i>                                    | <i>\$455,278</i> | <i>\$455,278</i> | <i>\$455,278</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] | 400                                     | 400          | 400          | 400          | \$14,500  | \$14,500         | \$14,500         | \$14,500         |
| Annual cost to providers to maintain automated system for provisioning information to ALI databases. [Providers x Hours/Provider x Software cost/Hour]   | 3760                                    | 3760         | 3760         | 3760         | \$293,880   | \$293,880        | \$293,880        | \$293,880        |
| <i>Subtotal</i>  | <i>4160</i>                             | <i>4160</i>  | <i>4160</i>  | <i>4160</i>  | <i>\$308,380</i>                                    | <i>\$308,380</i> | <i>\$308,380</i> | <i>\$308,380</i> |

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|  | 1st Year                                | 2nd Year     | 3rd Year     | Average      | 1st Year  | 2nd Year         | 3rd Year         | Average          |
| <b>(E) User Advisory</b><br>Costs to providers and users of posting and reading advisory included in (C) above <b>(First Numbering Order)</b>  | (hours included in (C) above)           |              |              |              | (costs included in (C) above)                       |                  |                  |                  |
| <b>(Second Numbering Order)</b><br>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]  | 200                                     | 200          | 200          | 200          | \$4,091   | \$4,091          | \$4,091          | \$4,091          |
| Costs to users to read revised advisory posted on website and included in promotional materials. [New users x Hours/user x User Cost/Hour]   | 1780                                    | 1780         | 1780         | 1780         | \$30,990  | \$30,990         | \$30,990         | \$30,990         |
| <b>User Advisory (Proposed Revised Requirement)</b><br>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] | 100                                     | 100          | 100          | 100          | \$2,046   | \$2,046          | \$2,046          | \$2,046          |
| <i>Subtotal</i>  | <i>2080</i>                             | <i>2080</i>  | <i>2080</i>  | <i>2080</i>  | <i>\$37,127</i>                                     | <i>\$37,127</i>  | <i>\$37,127</i>  | <i>\$37,127</i>  |
| <b>(F) Record of Affirmative Acknowledgement</b><br>Costs to providers of overseeing electronic storage of affirmative acknowledgement for users registered online. [Providers x Cost/Provider x Software cost/Hour]   | 96                                      | 96           | 96           | 96           | \$3,499   | \$3,499          | \$3,499          | \$3,499          |
| <i>Subtotal</i>  | <i>96</i>                               | <i>96</i>    | <i>96</i>    | <i>96</i>    | <i>\$3,499</i>                                      | <i>\$3,499</i>   | <i>\$3,499</i>   | <i>\$3,499</i>   |
| <b>(G) Ascertaining Registration Status</b><br>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]                                      | 14560                                   | 14560        | 14560        | 14560        | \$404,010   | \$404,010        | \$404,010        | \$404,010        |
| 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]   | 14560                                   | 14560        | 14560        | 14560        | \$234,009   | \$234,009        | \$234,009        | \$234,009        |
| <i>Subtotal</i>  | <i>29120</i>                            | <i>29120</i> | <i>29120</i> | <i>29120</i> | <i>\$638,019</i>                                    | <i>\$638,019</i> | <i>\$638,019</i> | <i>\$638,019</i> |
| <b>(H) Verifying Registration Information</b><br>Costs to providers to process online verifications. [Registrations x Percent verifications online x Hours to process x Service Cost/Hour]   | 2448                                    | 2448         | 2448         | 2448         | \$42,620  | \$42,620         | \$42,620         | \$42,620         |
| Costs to users to submit online verifications. [Registrations x Percent verifications online x Hours to submit x User Cost/Hour]   | 2448                                    | 2448         | 2448         | 2448         | \$42,620  | \$42,620         | \$42,620         | \$42,620         |

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|   | 1st Year                                | 2nd Year     | 3rd Year     | Average      | 1st Year  | 2nd Year         | 3rd Year         | Average          |
| Costs to providers to process mail-in verifications.<br>[Registrations x Percent verifications mailed in x<br>Hours to process x Service Cost/Hour]   | 6100                                    | 6100         | 6100         | 6100         | \$177,449   | \$177,449        | \$177,449        | \$177,449        |
| Costs to users to submit mail-in verifications.<br>[Registrations x Percent verifications mailed in x<br>Hours to submit x User Cost/Hour]  | 1390                                    | 1390         | 1390         | 1390         | \$7,300   | \$7,300          | \$7,300          | \$7,300          |
| <i>Subtotal</i>   | <i>12386</i>                            | <i>12386</i> | <i>12386</i> | <i>12386</i> | <i>\$269,989</i>                                    | <i>\$269,989</i> | <i>\$269,989</i> | <i>\$269,989</i> |
| <b>(l) Pass-Through Petitions</b>   |   |              |              |              |   |                  |                  |                  |
| Costs to providers to file petitions with Commission<br>to pass costs through to consumers. [Providers x<br>Frequency of Petitions x Hours to File<br>Petition/Provider x Attorney Cost/Hour] | 256                                     | 256          | 256          | 256          | \$7,855   | \$7,855          | \$7,855          | \$7,855          |
| <i>Subtotal</i>   | <i>256</i>                              | <i>256</i>   | <i>256</i>   | <i>256</i>   | <i>\$7,855</i>                                      | <i>\$7,855</i>   | <i>\$7,855</i>   | <i>\$7,855</i>   |

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|---|---|--------------|--------------|--------------|---|--------------------|--------------------|--------------------|
|   | 1st Year                                | 2nd Year     | 3rd Year     | Average      | 1st Year  | 2nd Year           | 3rd Year           | Average            |
| <b>(J) CPE Information Exchange</b>   |   |              |              |              |   |                    |                    |                    |
| 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]   | 1200                                    | 1200         | 1200         | 1200         | \$24,548  | \$24,548           | \$24,548           | \$24,548           |
| 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] | 1723                                    | 1723         | 1723         | 1723         | \$50,122  | \$50,122           | \$50,122           | \$50,122           |
| <i>Subtotal</i>   | <i>2923</i>                             | <i>2923</i>  | <i>2923</i>  | <i>2923</i>  | <i>\$74,670</i>                                     | <i>\$74,670</i>    | <i>\$74,670</i>    | <i>\$74,670</i>    |
| <b>Cumulative Total</b>   | <b>99221</b>                            | <b>99221</b> | <b>99221</b> | <b>99221</b> | <b>\$2,395,151</b>                                  | <b>\$2,395,151</b> | <b>\$2,395,151</b> | <b>\$2,395,151</b> |

**Annual Responses**

|  |                  |
|--|------------------|
| Routing information collections  | 1,480,000        |
| Provisions of routing information to the TRS Numbering Directory   | 1,480,000        |
| Registered location collections  | 250,000          |
| Provisions to the ALI databases  | 250,000          |
| Advisories   | 160,000          |
| Affirmative acknowledgements   | 160,000          |
| Revised advisories   | 160,000          |
| Numbering Directory queries to determine registration status   | 3,262,500        |
| Registration verifications   | 160,000          |
| Petitions seeking pass-through of numbering costs  | 24               |
| Information exchanges after default provider switch  | 121,600          |
| Numbering Directory transactions for toll free subscriptions and matches with URI associated with geographically appropriate NANP number | 850              |
| User advisories addressing toll free issues  | 32               |
| <b>Total Number of Annual Responses Over the Next Three Years</b>  | <b>7,485,006</b> |
| <b>Total Number of Annual Responses</b>  | <b>2,495,002</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      |