

BEFORE THE NEBRASKA PUBLIC SERVICE COMMISSION

The Commission, on its own) Application No. C-2621/PI-53
motion, seeking comment on)
the request by United Way of)
the Midlands to be assigned)
the use of 211 in Douglas) ORDER SETTING HEARING
and Sarpy Counties for access)
to First Call for Help (FCFH),)
a comprehensive information)
and referral service.) Entered: December 18, 2001

The Commission opened this docket on October 30, 2001, to evaluate the public benefits of designating 211 for such a system and to facilitate the potential implementation of a 211 "First Call for Help" system. The Commission held a workshop on December 6, 2001, in the Commission Hearing Room. The Commission sets January 10, 2002, as the deadline for interested parties to file comments, and sets the matter for hearing on January 17, 2002, at 1:30 p.m.

The Commission proposes the following inquiries for interested parties to address at the hearing:

1. How long will it take to implement 211 in a carrier's network in Nebraska?
2. What issues should the Commission consider when matching carrier networks to the 211 calling area (e.g., rate center or county boundaries)?
3. What costs are incurred by carriers to provide 211 capability and to transport calls to the 211 Center? How should these costs be recovered?
4. What role, if any, should carriers have in customer education regarding 211?
5. How should carriers be compensated for the movement of traffic between networks to complete 211 calls?

O R D E R

IT IS THEREFORE ORDERED by the Nebraska Public Service Commission that a hearing will be held on January 17, 2002, at 1:30 p.m. in the Commission Hearing Room, Lincoln, Nebraska.

IT IS FURTHER ORDERED that interested parties may file written comments by January 10, 2002, by submitting three paper copies and one electronic copy in WordPerfect 6.0 or later.

MADE AND ENTERED in Lincoln, Nebraska, on this 18th day of December, 2001.

NEBRASKA PUBLIC SERVICE COMMISSION

COMMISSIONERS CONCURRING:

Chairman

ATTEST:

Executive Director