

BEFORE THE NEBRASKA PUBLIC SERVICE COMMISSION

In the Matter of the Commission,) Application No.C-3403/PI-95
on its own motion, seeking)
comment on the request by United)
Way of the Midlands to be)
assigned the use of "211" for)
Polk and Butler Counties to gain) Approved
access to First Call for Help)
(FCFH), a comprehensive)
information and referral)
service.) Entered: May 17, 2005

BY THE COMMISSION:

On March 30, 2005, the Commission docketed a request by United Way of the Midlands based on a request from the Columbus Area United Way for use of "211" as the dialing code for First Call for Help (FCFH) services in Polk and Butler Counties.

The Commission previously assigned "211" to United Way of the Midlands in Application Nos. C-2621/PI-53, entered on February 20, 2002; C-2732, entered on July 23, 2002; C-3061/PI-75, entered on February 10, 2004; C-3099/PI-77 entered on March 30, 2004; C-3223/PI-81, entered on September 21, 2004; C-3277/PI-88, entered on February 1, 2005; C-3327/PI-90 entered on March 22, 2005; and C-3344/PI-92, entered on March 29, 2005, for use in numerous counties throughout the state.

No protests to the application were received. Letters of support were received and a public meeting was held in Docket No. C-3344/PI-92 on March 23, 2005, in Columbus, Nebraska, to give members of the public an opportunity to ask questions and voice concerns. Because the present application affects the same geographical area and agencies, no further meetings were held and no additional letters of support were filed.

O P I N I O N A N D F I N D I N G S

The Commission finds that the use of "211" by United Way of the Midlands should be expanded to Polk and Butler Counties. The contact person for United Way of the Midlands is Jamesena Grimes Moore, who can be reached at 402-522-7930.

Consistent with the original applications, it is the Commission's preliminary belief that individual carrier costs for "211" access will not be significant. If, however, a carrier seeks recovery of costs associated with routing "211" calls for expansion of "211" access to Polk and Butler Counties,

the Commission requires that plans for cost recovery be submitted to the Commission for approval.

The following routing numbers are available for use in routing "211" calls: 402-444-6666 and 866-813-1731.

The Commission will make available suggested language for directory listings and bill inserts. Affected telephone companies must use, at a minimum, the information contained in these materials to inform their customers of the availability of "211" service. Affected telephone companies include those that serve Polk and Butler Counties. The public must have easy directory access to 211 and other public interest numbers in order to maximize the benefit of such designations of scarce numbering resources. The Commission continues to strongly urge all carriers to require their directory publishing companies to display all public interest numbers such as 211, 511, 711 and 911 in a common and easily accessible location in the directory such as inside the front cover.

The Commission finds that **August 15, 2005**, should be the deadline for "211" routing for Polk and Butler Counties.

O R D E R

IT IS THEREFORE ORDERED by the Nebraska Public Service Commission that "211" is hereby designated for use by United Way of the Midlands for a referral service in Polk and Butler Counties.

IT IS FURTHER ORDERED that **August 15, 2005**, is the deadline set by the Commission for implementation of "211" routing for Polk and Butler Counties and carriers may use the following numbers to route "211" calls: 402-444-6666 and 866-813-1731.

IT IS FINALLY ORDERED that carriers seeking recovery of costs associated with routing "211" calls for Polk and Butler Counties submit cost recovery plans to the commission for approval.

MADE AND ENTERED at Lincoln, Nebraska, this 17th day of
May, 2005.

NEBRASKA PUBLIC SERVICE COMMISSION

COMMISSIONERS CONCURRING:

Chairman

ATTEST:

Executive Director