BEFORE THE NEBRASKA PUBLIC SERVICE COMMISSION

In the Matter of the Commission, on its own motion, seeking comment on the request by United Way of the Midlands to be assigned the use of "211" for Burt, Cuming, and Thurston Counties to gain access to First Call for Help (FCFH), a comprehensive information and referral service.	)	Application No. C-3454/PI-103 GRANTED Entered: September 21, 2005

BY THE COMMISSION:

On July 25, 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 Burt, Cuming, and Thurston Counties. Notice of this docket was published in the Daily Record, Omaha, Nebraska on August 3, 2005.

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; C-3344/PI-92, entered on March 29, 2005; C-3403/PI-95, entered on May 17, 2005; and C-3446/PI-100, entered on August 30, 2005 for use in numerous counties throughout the state.

No protests to the application were received. Letters of support were filed with the Commission by Providence Medical Center Home Health Care and Hospice of Wayne on July 20, 2005; Hospice of Siouxland on July 20, 2005 and August 8, 2005; Pender Community Hospital on July 21, 2005; Carl T. Curtis Health Education Center of the Omaha Tribe of Nebraska on July 25, 2005; Wayne Senior Center on July 26, 2005; Logan Valley Manor on July 27, 2005; Bancroft Senior Citizen Center on August 2, 2005; and Heritage of Emerson on August 12, 2005. This application is being processed by modified procedure.

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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 Burt, Cuming and Thurston Counties. The contact person for United Way of the Midlands is Jamesena Grimes Moore, who can be reached at (402) 522-7930. The routing numbers to be used for the "211" service are (402)444-6666 and (866)813-1731.

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 Burt, Cuming and Thurston Counties, the Commission requires that plans for cost recovery be submitted to the Commission for approval.

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 Burt, Cuming, and Thurston 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 **December 23, 2005**, should be the deadline for "211" routing for Burt, Cuming and Thurston Counties.

A public informational meeting will be scheduled at a date later to be determined to allow residents of Burt, Cuming and Thurston Counties the opportunity to ask questions regarding "211" service in their area.

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 Burt, Cuming and Thurston Counties.

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IT IS FURTHER ORDERED that **December 23, 2005**, is the deadline set by the Commission for implementation of "211" routing for Burt, Cuming and Thurston Counties.

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

MADE AND ENTERED at Lincoln, Nebraska, this 21st day of September 2005.

NEBRASKA PUBLIC SERVICE COMMISSION

COMMISSIONERS CONCURRING:

Chairman

ATTEST:

Executive Director

//s// Frank E. Landis
//s// Gerald L. Vap

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