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#09-41

October 28, 2009

TO: PTA Member Companies

FROM: Steven J. Samara 

RE: 211 Abbreviated Dialing Code

The United Way of Pennsylvania recently filed a petition with the Pennsylvania Public Utility Commission (PUC) requesting the assignment of the 2-1-1 abbreviated dialing code to the not-for-profit organization PA 2-1-1. (An excerpt of the 85-page petition is attached).

The petition will be docketed at P-2009-2136921 and subsequently published in the Pennsylvania Bulletin for comment.

PTA counsel has reached out to United Way counsel and we are attempting to arrange a meeting to discuss this matter. Some of the initial questions/issues are:

- ? Switch programming. Paragraph 14 of the United Way's Petition states that "in order to implement 2-1-1 local exchange carriers will need to program local switches by NXX code, day of week, and by time of day." We do not believe that the local telephone companies have the capability to provide either time of day or day of week translations. This service might be appropriately provided by PA 2-1-1's 800 service provider.
- ? Time frames. We would also like to discuss the implementation schedule.
- ? What happens where a telephone exchange is divided by a 211 region?
- ? Identity of contracting parties (who is the customer?).
- ? What are the proposed contract terms?
- ? What is the role of the PUC? Expect PUC to endorse generally or be involved specifically?

PTA has been in discussions periodically with the United Way regarding 2-1-1 implementation over the past ten years and has testified before the General Assembly on this topic as well. Generally, we have been supportive of the concept, recognizing that “the devil is in the details.”

We now, apparently, have some details and the sharing of your perspectives is encouraged.

Please contact the PTA office if you have additional questions or concerns.