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PUBLIC SERVICE COMMISSION

November 23, 2009

Dear Public Service Commissioners,

FirstLink has temporarily taken over the North Dakota statewide 211 calls. We were a subcontractor for 211 calls under MHAND, who was the North Dakota 211 designee. We are subcontracted for Cass County in North Dakota. I understand that your office has the power to make a new designation.

At this time we respectfully request that the North Dakota Public Service Commission award the official 211 designation to FirstLink. FirstLink was recently certified in AIRS. (Alliance of Information and Alliance Systems) We have been a call center for many years, and answer information, referral, listening and support, suicide and crisis calls. We answered over 35,000 calls in 2008, and also answered over 50,000 calls for the flood hotline during the flood of 2009. We are very capable to answer North Dakota's 211 calls.

We look forward to receiving notification of the informal hearing that will be held in accordance with our request. If you have any other questions, I would be happy to answer them for you.

Thank you for your consideration.

Respectfully,

Cindy Miller  
Executive Director  
FirstLink