

STATE OF NORTH DAKOTA
PUBLIC SERVICE COMMISSION

**FirstLink
211 Designation
Application**

Case No. PU-09-713

NOTICE OF OPPORTUNITY FOR HEARING

November 25, 2009

The Federal Communications Commission (FCC) has designated the 211 dialing code to provide direct access to organizations providing community information and referral services that are currently not available through the 911 emergency code or the 311 police non-emergency code.

On September 24, 2003, the Commission designated the Mental Health Association in North Dakota (MHAND), as the user of the 211 dialing code in North Dakota.

On March 7, 2007, the Commission authorized MHAND to subcontract 211 operations within North Dakota. MHAND has been subcontracting with FirstLink for the provision of 211 operations in Cass County.

In its October 30, 2009 letter, MHAND notified the Commission that, due to lack of economic support, it must relinquish its designation as the 211 dialing code user.

On November 2, 2009, the Commission received a letter stating that effective October 30, 2009, FirstLink will temporarily provide 211 operations for North Dakota until a decision is made about 211's future.

On November 23, 2009, FirstLink filed a letter requesting designation as the 211 dialing code user for North Dakota.

The issues to be considered are:

1. Is any other entity interested in designation as the user of the 211 dial code in North Dakota?
2. Is the FirstLink's intended use of the 211 dial code in North Dakota consistent with the FCC intended use of that code?

Those interested are invited to comment in writing. Persons desiring a hearing must file a written request identifying their interest in the proceeding and the reasons for requesting a hearing. **Comments and requests for hearing must be received by January 8, 2010.** If deemed appropriate, the Commission can determine the matter without a hearing.

For more information contact the Public Service Commission, State Capitol, Bismarck, North Dakota 58505, 701-328-2400; or Relay North Dakota 1-800-366-6888

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