

STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS
PUBLIC UTILITIES COMMISSION

IN RE: UNITED WAY'S PETITION : DOCKET NO. 3815
REGARDING 211 :

ORDER

On January 31, 2007, the United Way of Rhode Island filed a petition with the Rhode Island Public Utilities Commission ("Commission") seeking the authority to implement 211 in Rhode Island. As the basis for its petition the United Way cited Paragraph 21 of FCC 00-256 3rd Report and Order, which indicated that the FCC assigned 211 to be used to provide access to community information and referral services and directed telecommunication service providers to satisfy requests from entities such as the United Way to complete 211 calls. The United Way pointed out that as of November 2006, there were 211 systems in 41 states. Also, in May 2006, the United Way of Rhode Island's Board of Directors approved a major financial commitment for the operation of Untied Way 211 in Rhode Island. United Way indicated it aimed to test the 211 service in the spring of 2007 and launch the service publicly in the summer of 2007.

On February 16, 2007, Cox filed a letter indicating it was working with the United Way to implement 211. On February 22, 2007, Verizon Rhode Island ("VZ-RI") filed a letter indicating it entered a five year contract with Untied Way for utilization of 211 and that VZ-RI has completed the deployment of 211 dialing in all of its central offices. On February 28, 2007, the Division of Public Utilities and Carriers ("Division") filed a letter indicating it did not oppose United Way's petition. At an open meeting on March 8, 2007, the Commission approved United Way's petition. This 211 mandate arose from an FCC order which specifically referenced the United Way. The United Way has made

progress in having this 211 service operational in Rhode Island for 2007. This 211 service could prove to be a benefit to those individuals in need of community services. The Commission grants United Way's petition to have the authority to implement 211 in Rhode Island.¹

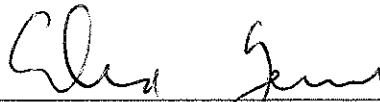
Accordingly, it is

(18904) ORDERED:

1. The petition of United Way to implement 211 in Rhode Island is hereby approved.

EFFECTIVE AT WARWICK, RHODE ISLAND PURSUANT TO AN OPEN MEETING ON MARCH 8, 2007. WRITTEN ORDER ISSUED MARCH 19, 2007.

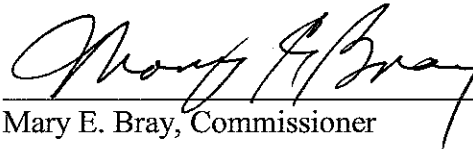
PUBLIC UTILITIES COMMISSION



Elia Germani, Chairman



Robert B. Holbrook, Commissioner



Mary E. Bray, Commissioner

¹ For the sake of clarity, approval of this petition does not in any way authorize the placement of a surcharge on any utility bill for the sake of 211.