

TENNESSEE REGULATORY AUTHORITY



460 James Robertson Parkway
Nashville, Tennessee 37243-0505

March 21, 2006

Ms. Angie Sledge
Vice President
Center for Nonprofits/United Way of Greater Chattanooga
630 Market Street
Chattanooga, Tennessee 37402-4801

RE: Docket No. 06-00065. Amended Petition of the Center for Nonprofits for Allocation of a 211 Number (Abbreviated Dialing Code)

Dear Ms. Sledge:

To assist the Authority in its review of The Center for Nonprofits ("Center") Amended Petition for allocation of an N11 number, you are requested to provide the following information:

1. Please explain details associated with the handling of calls for the proposed coverage area. Will all calls be routed to and serviced from one location 24 hours per day?
2. Will there be advertisement and marketing of the 211 number in the proposed coverage area? If so, please provide details of the advertisement/marketing plans. Also include the amount that has been budgeted to support the advertisement/marketing effort of 211.
3. Please provide the budgeted amount for on-going operations of the proposed coverage area. Also provide any additional commitments that will be available for funding the additional counties.
4. Please provide a proposed time frame for each county in the proposed coverage area to implement 211 information and referral services. Provide, by county, the timeframe in which each county's data base will be completely merged in order that calls may be handled by the Center for Non Profits.
5. Have all local telephone companies in all of the counties of the proposed coverage area been notified that 211 will be requested? Has there been any commitment from

any local telephone companies in the proposed coverage area as to when 211 can be provided? Explain details.

6. Has The Center for Nonprofits received written support from each United Way in the proposed coverage area for the allocation of 211? If so, please provide copies of such support. If not, please explain?

Please provide the supporting documentation by April 5, 2006. If you have any questions concerning this request or need additional information, please call Patsy Fulton at 615-741-2904 ext. 193.

Sincerely,

David M. Fort For Darlene Standley

Darlene Standley, Chief
Utilities Division