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CONTACT*



CONTACT-CONCERN
of Northeast Tennessee, Inc.

Wednesday, April 05, 2006

Tennessee Regulatory Authority
Attn: Chief Darlene Standley
460 James Robertson Parkway
Nashville, TN 37243-0505

RE: Petition for 2-1-1 Designation in Hancock County

Dear Chief Standley,

Contact-Concern is pleased to submit this petition for 2-1-1 designation in Hancock County, Tennessee. Doug Fluegel, 2-1-1 State Director, informed me that Scott County Telephone Cooperative in Hancock County would prefer their customers receive 2-1-1 service from the 2-1-1 call center in Kingsport.

We are happy to provide this service and expand our current coverage area to four counties: Hancock, Hawkins, Sullivan, and Johnson. This petition is submitted as part of the TNAIRS plan for statewide coverage.

Sincerely,

D. Lynn Sorrell
Director



RECEIVED
APR 11 PM 3:47
T.R.A. DOCKET ROOM

06-00100

PAID T.R.A.	
Chk #	2363
Amount	25.00
Rcvd By	LB
Date	4-11-06

P. O. Box 3336, Kingsport, TN 37664-0336
Phone 423. 246.2273 or just call 2-1-1 from Sullivan, Hawkins and Johnson Counties in TN

**BEFORE THE TENNESSEE REGULATORY AUTHORITY
NASHVILLE, TENNESSEE**

IN RE:

**PETITION OF CONTACT-CONCERN OF
NORTHEAST TENNESSEE, INC
FOR 2-1-1 DESIGNATION IN HANCOCK
COUNTY**

TRA Docket No. _____

PETITION FOR 2-1-1 DESIGNATION IN HANCOCK COUNTY

Contact-Concern of Northeast Tennessee ("Petitioner") respectfully submits this Petition for 2-1-1 designation for the purpose of providing health and human services information and referral to citizens in Hancock County. The TNAIRS petition for statewide coverage (docket #04-00342) originally requested 2-1-1 designation in Hancock County for United Way of Metropolitan Nashville (docket #06-00048). However, Scott County Telephone Cooperative informed the TRA that 2-1-1 calls from 65 customers in Hancock County were already being routed to a 2-1-1 call center in Virginia and that SCTC did not believe it was in the best interest of their customers to be sent to a call center in Nashville. Doug Fluegel, 2-1-1 State Director, spoke with Daniel Odom, CFO for SCTC, about this concern. During this conversation, both parties agreed that calls from Hancock County would be better served by the 2-1-1 call center in Kingsport, TN (Contact-Concern of Northeast Tennessee). TNAIRS supports this plan.

INTRODUCTION

1. Petitioner is a charitable not-for-profit corporation. Contact-Concern of Northeast Tennessee's (CCNT) principal place of business is in Kingsport, TN.

2. CCNT is a member of TNAIRS and receives funding from local United Ways. CCNT has been answering Information & Referral calls for over 25 years. CCNT is currently the designated call center for 2-1-1 in Hawkins, Sullivan, and Johnson Counties (docket 02-00127).

DESIGNATION SOUGHT

3. Petitioner seeks designation for 2-1-1 in Hancock County.

STANDARD FOR GRANT OF PETITION

4. This petition for 2-1-1 designation in Hancock County is part of the TNAIRS plan for statewide coverage. United Way of Metropolitan Nashville has agreed to remove their request for 2-1-1 designation in Hancock County through an Amended Petition.

REASONS SUPPORTING DESIGNATION AS 2-1-1 COLLABORATIVE

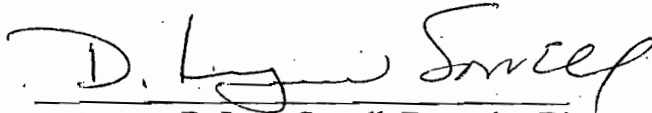
5. In support of this amended Petition, Petitioner would show as follows:
- a. Financial status: CCNT has been in business for over 25 years and receives funding from local United Ways, government, and fundraising events.
 - b. Technical ability: CCNT currently provides 2-1-1 service in Hawkins, Sullivan, and Johnson Counties. Local United Ways support CCNT and are pleased with the service they have provided for years. There is no United Way in Hancock County. CCNT provides 2-1-1 service 24/7 from their call center in Kingsport. CCNT will market the 2-1-1 service in Hancock County through faith-based, agency and government contacts. 2-1-1 service will be available in Hancock County within one month of the date the TRA approves this petition. Doug Fluegel, 2-1-1 State Director, will be responsible for activating central offices in Hancock County. CCNT will be responsible for adding resources from Hancock County to their database of health and human services in the Resource House software program that TNAIRS will buy for CCNT as part of the TNAIRS statewide plan.

- c. Managerial capability: Lynn Sorrell is the Executive Director for CCNT. CCNT has an active board of directors comprised of local leaders.

CONCLUSION

10. Petitioner respectfully requests that the TRA approve this plan to cover Hancock County in Tennessee with 2-1-1 service.

Respectfully submitted,



Date: April 5, 2006

D. Lynn Sorrell, Executive Director
Contact-Concern of Northeast Tennessee
4405 ½ Orebank Rd
Kingsport, TN 37664
(423) 246-5816