

10-00211

## United Way of Franklin County

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T.R.A. DOCKET ROOM



Received  
MARY W. FREEMAN

NOV 08 2010

TN Regulatory Authority

November 3, 2010

Tennessee Regulatory Authority  
Chairman Mary Freeman  
460 James Robertson Pkwy  
Nashville, TN 37243-0505

Dear Chairman Freeman:

For approximately the past six years in Franklin County, 2-1-1 calls have been answered by one of our partner agencies, Contact Lifeline of the Highland Rim. Due to budget and staffing issues, they can no longer answer these calls.

Of the current 2-1-1 call centers, United Way of Franklin County's preference for answering our calls is the Nashville center. Nashville 2-1-1 is always open, and people in Franklin County utilize Nashville services more often than Chattanooga's. Additionally, we are also in the same media market. For these reasons, United Way of Franklin County is requesting that you designate the 2-1-1 dialing code to United Way of Metropolitan Nashville so that their operating partner, Family & Children's Service, can answer our 2-1-1 calls.

Because 2-1-1 answers calls for life-threatening situations like suicide and domestic violence, I also request that you help us make this transition as soon as possible.

Sincerely,

A handwritten signature in cursive script that reads "Jeannie Amacher".

Jeannie Amacher  
Executive Director  
United Way of Franklin County  
931-308-7308