

BEFORE THE TENNESSEE REGULATORY AUTHORITY

NASHVILLE, TENNESSEE

February 5, 2016

IN RE:)	
)	
PETITION OF UNITED WAY OF)	
METROPOLITAN NASHVILLE TO)	DOCKET NO. 15-00112
TRANSFER ITS N11 NUMBER)	
ABBREVIATED DIALING CODE)	

**ORDER APPROVING TRANSFER OF N11 NUMBER (211)
FROM UNITED WAY OF METROPOLITAN NASHVILLE TO
KNOXVILLE-KNOX COUNTY COMMUNITY ACTION COMMITTEE**

This matter came before Vice Chairman David F. Jones, Director Kenneth C. Hill and Director Robin L. Morrison of the Tennessee Regulatory Authority (the “Authority” or “TRA”), the voting panel assigned to this docket, at a regularly scheduled Authority Conference held on January 11, 2016, to consider the *Petition for Transfer of an N11 Number* (“*Petition*”) filed by United Way of Metropolitan Nashville (“United Way,” “United Way of Metro Nashville” or “Petitioner”). On November 16, 2015, United Way filed its Petition seeking to transfer the assignment of a 211 abbreviated dialing code to the Knoxville-Knox County Community Action Committee (“KCAC”) in order to provide health and human services information and referral services to the citizens of the Tennessee counties of Campbell, Claiborne, Cocke, Monroe, Morgan, and Scott.

BACKGROUND

On July 31, 2000, the Federal Communications Commission (“FCC”) released its *Third Report and Order and Order on Reconsideration* in CC Docket No. 92-105 (“*Third Report and Order*”) wherein it assigned the nationwide abbreviated dialing code 211 for access to

community information and referral services.¹ In so doing, the FCC specifically found in the

Third Report and Order:

Individuals facing serious threats to life, health, and mental well being have urgent and critical human needs that are not addressed by dialing 911 for emergency assistance or 311 for non-emergency police assistance. . . . We believe that the Information and Referral Petitioners have shown a public need exists for an easy to use, easy to remember N11 code to efficiently bring community information and referral services to those who need them, providing a national safety network for persons to get access readily to assistance. Therefore, we find that the public interest standard has been met.²

In three (3) separate dockets between 2003 and 2006, the Authority approved United Way's requests to operate the 211 abbreviated dialing code in the middle Tennessee counties of Bedford, Benton, Cannon, Cheatham, Chester, Clay, Coffee, Cumberland, Davidson, Decatur, Dekalb, Dickson, Fentress, Franklin, Giles, Hardin, Henry, Hickman, Humphreys, Jackson, Lawrence, Lewis, Lincoln, Macon, Marshall, Maury, Moore, Overton, Perry, Pickett, Putnam, Robertson, Rutherford, Smith, Sumner, Trousdale, Van Buren, Warren, Wayne, White, Williamson and Wilson Counties.³ The instant petition filed by United Way of Metro Nashville does not affect its provisioning of 211 services for these middle Tennessee counties.

Within the 2006 docket, the Authority also approved United Way of Metro Nashville's request to expand its 211 coverage area to include Campbell, Claiborne, Cocke, Monroe, Morgan and Scott Counties in east Tennessee. United Way of Metro Nashville now seeks the transfer of

¹ "Abbreviated dialing codes enable the caller to connect to a location in the network that otherwise would be accessible only via a seven or ten-digit telephone number. The network must be pre-programmed to translate the three-digit code into the appropriate seven or ten-digit telephone number and route the call accordingly. Among abbreviated dialing arrangements, 'N11' codes are three-digit codes of which the first digit can be any digit other than 1 or 0, and the last two digits are both 1." (Quoting from *In the Matter of: The Use of N11 Codes and Other Abbreviated Dialing Arrangements*, CC Docket No. 92-105, (July 31, 2000) (*Third Report and Order and Order on Reconsideration*) (hereinafter *Third Report and Order*)).

² *Third Report and Order*, at Paras. 18-19.

³ Docket No. 03-00383, *Petition of United Way of Metropolitan Nashville for N11 Allocation*; Docket No 04-00058, *Petition of United Way of Metropolitan Nashville for allocation of an N11 Number (Abbreviated Dialing Code)*; and Docket No. 06-00048, *Amended Petition of United Way of Metropolitan Nashville for Allocation of an N11 Number (Abbreviated Dialing Code)*.

its 211 designation in these six (6) east Tennessee counties to KCAC. United Way and KCAC each signed the Petition agreeing to the transfer.⁴

The Authority previously approved KCAC's request to provide 211 services to Knox County and all contiguous counties including: Anderson, Blount, Jefferson, Grainger, Union, Roane, Sevier and Loudon.⁵ KCAC is one of the 1000 agencies that make up the Community Action Partnership. KCAC has operated the 211 designation in Knox County and all contiguous counties successfully since 2008. Although United Way had the 211 designation for the aforementioned six counties in east Tennessee, KCAC is familiar with these counties and has updated and maintained the resource database of community information and referral services relating to these six counties the past five years for United Way.

FINDINGS AND CONCLUSIONS

KCAC has demonstrated that it has the necessary managerial, technical, and financial ability to provide quality service and continue as a going concern in relation to operation of the 211 number abbreviated dialing code for the Tennessee counties of Campbell, Claiborne, Cocke, Monroe, Morgan and Scott. Further, the transition will be seamless to citizens of these counties because those who call 211 will continue to receive quality information and referral services. The only change will be the organization providing the service. KCAC is an organization well equipped to provide 211 information and referral services. The consolidation of services in the region will improve the quality of 211 services in east Tennessee, thereby fulfilling the public interest.

⁴ *Petition*, p. 2 (November 16, 2015).

⁵ Docket 08-00055, *Petition of Knoxville-Knox County Community Action Committee Allocation of an N11 Number (Abbreviated Dialing Code)*.

IT IS THEREFORE ORDERED THAT:

The *Petition for Transfer of an N11 Number* filed by United Way of Metropolitan Nashville to transfer the assignment of the 211 abbreviated dialing code to the Knoxville-Knox County Community Action Committee, for the provision of health and human services information and referral services to the citizens of the Tennessee counties of Campbell, Claiborne, Cocke, Monroe, Morgan and Scott, is granted.

Vice Chairman David F. Jones, Director Kenneth C. Hill and Director Robin L. Morrison concur.

ATTEST:



Earl R. Taylor, Executive Director