

STATE OF MICHIGAN

BEFORE THE MICHIGAN PUBLIC SERVICE COMMISSION

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In the matter of the joint application of First Call of)	
Ottawa County and Community Access Line of the)	
Lakeshore, Inc., to transfer designation as the 2-1-1)	Case No. U-15348
answering point for Ottawa County from First Call)	
of Ottawa County to Community Access Line of the)	
Lakeshore, Inc.)	
_____)	

At the October 25, 2007 meeting of the Michigan Public Service Commission in Lansing, Michigan.

PRESENT: Hon. Orjiakor N. Isiogu, Chairman
Hon. Monica Martinez, Commissioner
Hon. Steven A. Transeth, Commissioner

OPINION AND ORDER

The abbreviated dialing number 2-1-1 may be assigned by the Commission to community resource information and referral service answering points for various geographic areas within the state. MCL 484.2214. On July 20, 2007, First Call of Ottawa County (First Call) and Community Access Line of the Lakeshore, Inc. (CALL, Inc.) filed a joint application requesting the transfer of 2-1-1 designation for Ottawa County from First Call to CALL, Inc., located in Muskegon County. Revised exhibits were received August 21, 2007. The joint application included written endorsements from the Michigan Alliance of Information and Referral Systems (MI-AIRS), Michigan 2-1-1, the Human Services Council of Ottawa County, and the Community Coordinating Council of Muskegon County.

On August 23, 2007, the Commission's Executive Secretary issued a letter directing First Call and CALL, Inc., to publish a notice of opportunity to comment in newspapers of general circulation in Ottawa and Muskegon counties and to mail the notice to the Attorney General, local exchange carriers, and all human resource agencies in Ottawa and Muskegon counties.

Hackley Community Care, Child Development Services of Ottawa County, Ottawa County Department of Human Services, Rep. Doug Bennett (92nd District), Love INC of Muskegon, Mercy General Health Partners, Outpouring Worship Center, Girl Scouts of Michigan Pine and Dunes Council, Gary Byker Memorial Library, Quail Meadow Apartments, Bethany Housing Ministries, Inc., Sacred Suds, City of Norton Shores, Community Mental Health Services of Muskegon County, Muskegon County Department of Employment and Training, Hackley Hospital, Goodwill Industries of West Michigan, Inc., Ottawa Area Intermediate School District, Community Foundation of the Holland-Zeeland Area, Community Action House, Telecommunications Association of Michigan, Muskegon/Muskegon Heights Operation Weed and Seed, Grand Haven Area Community Foundation, Muskegon-Oceana Community Action Partnership, Inc., Muskegon Community Health Project, Inc., Professional Med Team, Inc., and Verizon filed comments. All comments supported the joint application.

The Commission recognizes that while many activities undertaken by non-profit agencies are based on geographic boundaries such as cities and counties, telecommunications service historically has been based on exchanges, which are not defined by city or county boundaries. The Commission notes Ottawa County contains all or part of 17 exchanges¹ and Muskegon County

¹Allendale, Borculo, Byron Center, Casnovia, Conklin, Coopersville, Drenthe, Fruitport, Grand Haven, Grand Rapids, Holland, Hudsonville, Jamestown, Marne, Muskegon, Sparta, and Zeeland.

contains all or part of 10 exchanges,² many of which overlap. The transfer of the 2-1-1 designation for Ottawa County, from First Call to CALL, Inc., will provide the same 2-1-1 abbreviated dialing to the identical exchanges as before the change.³

The Commission concludes that service platform issues should initially be determined between CALL, Inc., and the carriers, with the cost of the service being a competitive issue rather than a matter subject to regulatory resolution. The Commission notes that CALL, Inc.'s initial application⁴ and the MI-AIRS standards⁵ provide assurance that 2-1-1 callers will not be assessed toll charges. The Commission will be involved in service platform issues only to the extent that implementation of the 2-1-1 service requires interconnection between carriers or the parties establish another basis for Commission jurisdiction. All carriers should note that the Federal Communications Commission (FCC) requires carriers to participate in completing calls to the 2-1-1 center.⁶

The Commission lacks jurisdiction under MCL 484.2401 to require payphone providers and wireless carriers to provide access to 2-1-1 service. The Commission encourages them to work with all parties to provide their customers with access to 2-1-1 service.

²Muskegon, Whitehall, Fruitport, Ravenna, Casnovia, Grant, Fremont, Holton, Twin Lake, and Conklin.

³Grand Haven, Holland, Coopersville, Allendale, Borculo, Zeeland, Conklin, Marne, Hudsonville, Drenthe, Jamestown, in addition to the Muskegon County exchanges of Muskegon, Holton, Twin Lake, Ravenna, Whitehall, Fruitport, Casnovia, and Fremont.

⁴February 24, 2005 application, pg. 6.

⁵Application for MI-AIRS endorsement as a 2-1-1 Call Center, Standard II, Requirement 2.

⁶In the Matter of the Use of N11 Codes and Other Abbreviated Dialing Arrangements, *Third Report and Order and Order on Reconsideration*, CC Docket No. 92-105 (FCC00-256), ¶21.

Any change to the geographic area of this designation requires Commission approval. Changes to the geographic area include making the assigned geographic area smaller (i.e., omission of exchanges) or larger (i.e., expansion to a regional area with additional exchanges). Modifications of the geographic area that may occur due to the assignment of the 2-1-1 dialing pattern in adjacent counties also require Commission approval.

Approval of the joint application is provisional, in part, due to the FCC's ability to recall the 2-1-1 abbreviated dialing number.⁷ In addition, the Commission retains the right to withdraw its approval should the statute change. The Commission also notes that certain other circumstances could warrant rescinding the 2-1-1 assignment, such as failure to meet the MI-AIRS standards, or a change in standing with the county multi-purpose collaborative bodies or Michigan 2-1-1. The approval granted by the order cannot be transferred to another entity without the Commission's approval. The relinquishment of the 2-1-1 assignment requires Commission approval. Should CALL, Inc., be unable to continue providing 2-1-1 service to the designated area, it shall apply to the Commission before discontinuing the service.

The Commission FINDS that:

a. Jurisdiction is pursuant to 1991 PA 179, MCL 484.2101 *et seq.*; 1969 PA 306, MCL 24.201 *et seq.*; and the Commission's Rules of Practice and Procedure, 1999 AC, R 460. 17101 *et seq.*

b. Community Access Line of the Lakeshore, Inc., should be designated as the 2-1-1 community resource information and referral answering point for Ottawa County.

⁷*Id.*

THEREFORE, IT IS ORDERED that:

A. The 2-1-1 designation of First Call of Ottawa County, as the community resources information and referral answering point for Ottawa County, is terminated.

B. Community Access Line of the Lakeshore, Inc., is designated as the 2-1-1 community resource information and referral answering point for Ottawa County.

C. Community Access Line of the Lakeshore, Inc., shall provide sufficient resources to operate the 2-1-1 telephone number 24 hours per day, 7 days per week.

D. All providers of basic local exchange service within the 19 exchanges identified in the application, that are wholly or partially within Ottawa and Muskegon counties, shall take the necessary steps to allow their customers to access Community Access Line of the Lakeshore, Inc., through the use of the 2-1-1 telephone number.

The Commission reserves jurisdiction and may issue further orders as necessary.

Any party desiring to appeal this order must do so by the filing of a claim of appeal in the Michigan Court of Appeals within 30 days of the issuance of this order, pursuant to MCL 484.2203(12).

MICHIGAN PUBLIC SERVICE COMMISSION

/s/ Orjiakor N. Isiogu

Chairman

(S E A L)

/s/ Monica Martinez

Commissioner

/s/ Steven A. Transeth

Commissioner

By its action of October 25, 2007.

/s/ Mary Jo Kunkle

Its Executive Secretary

Any party desiring to appeal this order must do so by the filing of a claim of appeal in the Michigan Court of Appeals within 30 days of the issuance of this order, pursuant to MCL 484.2203(12).

MICHIGAN PUBLIC SERVICE COMMISSION

Chairman

Commissioner

Commissioner

By its action of October 25, 2007.

Its Executive Secretary