

PROJECT NO. 22643

**RULEMAKING PETITION BY THE § PUBLIC UTILITY COMMISSION
TEXAS INFORMATION & REFERRAL §
NETWORK FOR ASSIGNMENT OF 211 § OF TEXAS
DIALING CODE FOR USE BY THE §
PUBLIC TO ACCESS HEALTH AND §
HUMAN SERVICE INFORMATION AND §
REFERRAL §**

**ORDER GRANTING PETITION FOR RULEMAKING FOR ASSIGNMENT OF 211
DIALING CODE**

On June 8, 2000, the Texas Health and Human Services Commission (HHSC) on behalf of the Texas Information and Referral (I&R) Network and its partners, filed a petition for rulemaking, requesting that the Commission amend Substantive Rule 26.127, relating to Abbreviated Dialing Codes, to allocate the 211 dialing code for use by the public to access services providing free information and referrals regarding community resources.

On July 12, 2000, GTE Southwest Incorporated (GTE) filed comments in response to the petition. On July 14, 2000, Southwestern Bell Telephone Company also filed comments in this project. Both commenters indicated that the Commission should use caution in adopting the petition in light of the fact that N11 resources are scarce and that the FCC then had a pending petition before it. Both SWBT and GTE opined that the Commission should defer granting the petition until all interested parties have had an opportunity to discuss provisioning of the 211 code. In addition, both commenters believed that technical problems would be avoided if the Commission coordinated its efforts with those of the FCC. On July 21, 2000, in its Third Report and Order and Order on Reconsideration (FCC 00-256/ FCC 00-257), the FCC announced its decision to assign the 211 code for community information and referral services and the 511 code for traffic and transportation information.

HHSC believes that assignment of the 211 code will alleviate congestion on 911 calling by providing a source to access information regarding available community resources in circumstances involving immediate needs for social services. In addition, HHSC believes that the assignment will allow for better coordination of a state-network that provides

local and state access points for health and human services information. Based on the mandate given by the FCC and compelling reasons offered by HHSC, the Commission orders that the Petition for Rulemaking for Assignment of the 211 Dialing Code be granted.

SIGNED AT AUSTIN, TEXAS the 25th day of August 2000.

PUBLIC UTILITY COMMISSION OF TEXAS

PAT WOOD, III, CHAIRMAN

JUDY WALSH, COMMISSIONER

BRETT A. PERLMAN, COMMISSIONER