

**BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI**

In the Matter of the Reapplication of the)
United Way of Greater St. Louis, Inc. for)
An Order of the Commission Granting it)
Authority as an Information and Referral)
Provider for Purposes of Obtaining 2-1-1)
Service.)

File No. AO-2017-0190

**ORDER AMENDING ORDER GRANTING AUTHORITY TO CONTINUE
SERVING AS A 2-1-1 INFORMATION AND REFERRAL SERVICE
PROVIDER**

Issue Date: March 27, 2017

Effective Date: March 27, 2017

On March 22, 2017, the Commission issued its *Order Granting Authority to Continue Serving as a 2-1-1 Information and Referral Service Provider* (the “Order”). The Order included Staff’s recommendation that all certified and registered telecommunications companies and IVoIP providers in the exchange area be required to reconfigure their switches so callers access the United Way of Greater St. Louis when dialing 2-1-1. The Order goes into effect on April 17, 2017.

After the Order was issued, Staff amended its recommendation to remove the request that relevant telecommunication companies and IVoIP providers be required to reconfigure their switches so callers access the United Way of Greater St. Louis when dialing 2-1-1. Staff states, “...reconfiguring the switches is a difficult process and is unnecessary.”¹

¹ EFIS Item No. 10, Staff’s Clarification.

After considering Staff's latest recommendation, the Commission will amend the Order to remove the requirement in Ordered Paragraph 2. The Commission will also direct its Data Center to inform all local telecommunication and IVolP providers that are impacted by the Order of this revision.

THE COMMISSION ORDERS THAT:

1. The Commission's March 22, 2017 *Order Granting Authority to Continue Serving as a 2-1-1 Information and Referral Service Provider* is amended to remove the requirement in Ordered Paragraph 2, that certified or registered telecommunications companies and IVolP providers in the exchange area reconfigure their switches so that local callers reach the United Way of Greater St. Louis by dialing 2-1-1.

2. The Commission's Data Center shall provide a copy of this order to the telecommunication companies affected by the March 22, 2017 *Order Granting Authority to Continue Serving as a 2-1-1 Information and Referral Service Provider*.

2. This order shall be effective when issued.

BY THE COMMISSION



A handwritten signature in cursive script that reads "Morris L. Woodruff".

Morris L. Woodruff
Secretary

Kim S. Burton, Senior Regulatory Law Judge,
by delegation of authority pursuant
to Section 386.240, RSMo 2000.

Dated at Jefferson City, Missouri,
on this 27th day of March, 2017.

STATE OF MISSOURI

OFFICE OF THE PUBLIC SERVICE COMMISSION

I have compared the preceding copy with the original on file in this office and I do hereby certify the same to be a true copy therefrom and the whole thereof.

WITNESS my hand and seal of the Public Service Commission, at Jefferson City, Missouri, this 27th day of March 2017.




Morris L. Woodruff
Secretary

MISSOURI PUBLIC SERVICE COMMISSION

March 27, 2017

File/Case No. AO-2017-0190

**Missouri Public Service
Commission**

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**United Way of Greater St. Louis,
Inc.**

Mark W Comley
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Enclosed find a certified copy of an Order or Notice issued in the above-referenced matter(s).

Sincerely,


Morris L. Woodruff
Secretary

Distributed to all telecommunications and VoIP companies certified to do business in the state of Missouri.

Recipients listed above with a valid e-mail address will receive electronic service. Recipients without a valid e-mail address will receive paper service.