

Missouri Public Service Commission

Data Center
P.O. Box 360

Jefferson City, Missouri 65102-0360

MO 375-1078 (3-2020)

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Legal Department
221 West Main
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MO PUBLIC SERVICE COMMISSION
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STATE OF MISSOURI
PUBLIC SERVICE COMMISSION

At a session of the Public Service Commission held at its office in Jefferson City on the 12th day of April, 2023.

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-2023-0225

**ORDER RENEWING AUTHORITY TO ACT AS
2-1-1 INFORMATION AND REFERRAL SERVICE PROVIDER**

Issue Date: April 12, 2023

Effective Date: April 22, 2023

United Way of Greater St. Louis, Inc., seeks renewed authority as an Information and Referral Provider and assignment of the 2-1-1 abbreviated dialing code for specified exchanges. The Commission will grant United Way's application.

The 2-1-1 system uses an abbreviated telephone number to provide referrals to local organizations to provide assistance with services including employment, food, health care, legal services, shelter, and transportation. Accredited entities may serve as Information and Referral Providers with Commission approval, pursuant to 20 CSR 4240-28.015.

On January 13, 2023, United Way filed its *Reapplication for 2-1-1 Authority* seeking renewal of its authority as an Information and Referral Provider for 2-1-1 services on exchanges in St. Louis City and nearly 100 Missouri counties. The Commission most recently renewed the authority of United Way to serve as a 2-1-1 provider for a three-year period in an order issued in File No. AO-2020-0198, effective on April 17, 2020.

The Commission ordered notification to entities identified by Staff, as well as to

relevant county commissions, news media and members of the General Assembly. The Commission allowed until February 21, 2023, to receive pleadings in opposition. No applications to intervene or pleadings in opposition were received. Staff recommended approval of United Way's application.

The Commission will approve United Way's application. Because United Way's needs prompt authority to continue to provide 2-1-1 services, the Commission will make this order effective in less than thirty days.

THE COMMISSION ORDERS THAT:

1. The United Way of Greater St. Louis, Inc., is authorized to serve as an Information and Referral Provider assigned the 2-1-1 abbreviated dialing code for the exchanges listed in Exhibit 7 of United Way's application.

2. The Commission's Data Center shall provide notice of this order to all certified or registered telecommunications and interconnected voice over internet protocol providers in the exchanges listed in Exhibit 7 of United Way's application.

3. United Way's authority under this order is granted for a three-year period, as provided by Commission Rule 20 CSR 4240-28.015.

4. This order shall be effective on April 22, 2023.

5. This file shall be closed on April 23, 2023.



BY THE COMMISSION

A handwritten signature in black ink that reads "Nancy Dippell". The signature is written in a cursive style.

Nancy Dippell
Secretary

Rupp, Chm., Coleman, Holsman, and
Kolkmeier CC., concur.

Pridgin, Deputy Chief Regulatory Law Judge

MISSOURI PUBLIC SERVICE COMMISSION

April 12, 2023

File/Case No. AO-2023-0225

Missouri Public Service Commission
Staff Counsel Department
200 Madison Street, Suite 800
P.O. Box 360
Jefferson City, MO 65102
staffcounsel@psc.mo.gov

Office of the Public Counsel
Marc Poston
200 Madison Street, Suite 650
P.O. Box 2230
Jefferson City, MO 65102
opcservice@opc.mo.gov

AT&T Missouri
Legal Department
1010 Pine Street, Room 19W-C-01
St. Louis, MO 63101

BPS Telephone Company
Legal Department
120 Stewart Street
P.O. Box 550
Bernie, MO 63822

Brightspeed of Missouri, LLC
Legal Department
1120 South Tryon St., Suite 700
Charlotte, NC 28203

CenturyLink (Embarq Missouri)
Legal Department
1120 South Tyron ST.
Charlotte, NC 28203
ted.hankins@brightspeed.com

CenturyLink (Spectra)
Legal Department
1120 South Tyron ST.
Charlotte, NC 28203
ted.hankins@brightspeed.com

Chariton Valley Telephone Corporation
Legal Department
1213 E. Briggs Drive
P.O. Box 67
Macon, MO 63552
notices@charitonvalley.com

Choctaw Telephone Company
Legal Department
221 West Main
P.O. Box 429
Halltown, MO 65664

Craw-Kan Telephone Cooperative, Inc.
Legal Department
200 N. Ozark
P.O. Box 100
Girard, KS 66762

Ellington Telephone Company
Legal Department
200 College Avenue
P.O. Box 400
Ellington, MO 63638

Farber Telephone Company
Legal Department
201 Main and Linn Streets
Farber, MO 63345

Fastwyre Broadband (Holway Tele)
Legal Department
1605 Washington St.
Blair, NE 68008-1655

Fastwyre Broadband (KLM Tele)
Legal Department
1605 Washington St.
Blair, NE 68008-1655

Fidelity Telephone LLC
Legal Department
64 N. Clark Street
P.O. Box 669
Sullivan, MO 63080

Goodman Telephone Company, Inc.
Legal Department
816 Oneida St
Seneca, MO 64865
sgo@netins.net

Granby Telephone Company
Legal Department
126 S Beaver Ave.
P.O. Box 200
Granby, MO 64844

Grand River Mutual Telephone Corporation
Legal Department
1001 Kentucky Street
Princeton, MO 64673
grm@grm.net

Green Hills Telephone Corporation
Legal Department
7926 N.E. State Route M
P.O. Box 227
Breckenridge, MO 64625

IAMO Communications, Inc.
Legal Department
104 Crook St.
P.O. Box 368
Coin, IA 51636

Kingdom Telephone Company
Legal Department
211 South Main Street
P.O. Box 97
Auxvasse, MO 65231-0097

Mark Twain Rural Telephone Company
Legal Department
48054 State Highway 6
P.O. Box 5
Hurdland, MO 63547-0005
gm@marktwain.coop

McDonald County Telephone Company
Legal Department
704 Main Street
P.O. Box 207
Pineville, MO 64856-0207

Miller Telephone Company
Legal Department
213 E Miller Street
PO Box 7
Miller, MO 65707

Missouri Public Service Commission
Ron Irving
200 Madison Street, Suite 800
P.O. Box 360
Jefferson City, MO 65102
Ron.Irving@psc.mo.gov

NEMR
Legal Department
718 South West Street
P.O. Box 98
Green City, MO 63545

Oregon Farmers Mutual Telephone Company
Legal Department
118 East Nodaway
P.O. Box 227
Oregon, MO 64473

Otelco, Inc.
Legal Department
215 Roe Street
P.O. Box 38
Pilot Grove, MO 65276-0038

Peace Valley Telephone Co., Inc.
Legal Department
P.O. Box 9
7101 State Rt. W
Peace Valley, MO 65788-0009
pvtelco@pvtelephone.com

Rally Networks (New Florence LLC)
Legal Department
101 N. Main Street
P.O. Box 175
New Florence, MO 63363

Rally Networks (New London)
Legal Department
501 S. Main Street
P.O. Box 369
New London, MO 63459

Rally Networks (Orchard Farm)
Legal Department
101 N. Main Street
P.O. Box 175
New Florence, MO 63363

Rally Networks (Seneca Telephone)
Legal Department
816 Oneida St.
Seneca, MO 64865

Rally Networks (Stoutland Telephone)
Legal Department
101 N. Main Street
P.O. Box 175
New Florence, MO 63363

Rock Port Telephone Company
Legal Department
214 S. Main Street
P.O. Box 147
Rock Port, MO 64482

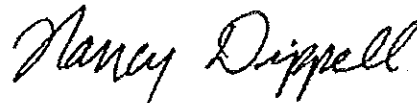
STE Communications (Exchange)
Legal Department
61 East Highway 8
P.O. Box 370
Steelville, MO 65565-0370

United Way of Greater St.
Louis, Inc.
Alicia E Turner
601 Monroe Street, Ste. 301
P.O. Box 537
Jefferson City, MO 65102-0537
turnera@ncrpc.com

Windstream Communications,
LLC
Legal Department
4001 N. Rodney Parham Road
Little Rock, AR 72212

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

Sincerely,



Nancy Dippell
Secretary

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