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March 30, 2004

The Honorable Dale Hardy Roberts
Secretary/Chief Regulatory Law Judge
Missouri Public Service Commission
P.O. Box 360
Jefferson City, MO 65102-0360

Re: Case No. AO-2004-0036

Dear Judge Roberts:

Please find enclosed for filing in the referenced matter the original and five copies of Heart of America United Way, Inc.'s Supplement to Application.

Would you please bring this filing to the attention of the appropriate Commission personnel.
Thank you.

Very truly yours,

NEWMAN, COMLEY & RUTH P.C.

By:

Mark W. Comley
by *RJB*
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MWC:ab

Enclosure

cc: Office of Public Counsel
General Counsel's Office
Brian T. McCartney
W. Thomas Dugard, Jr.

FILED²
MAR 30 2004
Missouri Public
Service Commission

BEFORE THE PUBLIC SERVICE COMMISSION OF
THE STATE OF MISSOURI

FILED²
MAR 30 2004

Missouri Public
Service Commission

In the Matter of the Assignment)
of the 2-1-1 Abbreviated Dialing Code) Case No. AO-2004-0036
in the State of Missouri)

HEART OF AMERICA UNITED WAY, INC.'S
SUPPLEMENT TO APPLICATION

Comes now The Heart of America United Way, Inc. (hereinafter "HAUW" or "Applicant") by and through its attorneys, pursuant to Sections 386.250 (2), 386.320, RSMo 2000; 4 CSR 240-2.060, and Emergency Rule 4 CSR 240-32.200 and supplements its filed application in the referenced matter as follows:

1. Applicant is a not-for-profit organization as defined by 26 USCA §501(c)(3).
2. Applicant adheres to the Standards for Professional Information and Referral established by the Alliance of Information and Referral Systems, Incorporated, (AIRS), and will initiate the written application process for AIRS accreditation after approval of this application, and shall become accredited within three (3) years if not sooner.
3. Applicant will offer comprehensive services pursuant to the AIRS standards.
4. Applicant will remove or exclude human services entities from the Missouri I&R Providers' database for failure to deliver service; for commission of fraud, misrepresentation or unlawful discrimination.
5. Applicant will provide teletype (TTY) services for speech and hearing impaired individuals and multi-lingual accessibility either on-site, or through access to translators.

6. Applicant possesses sufficient technical, financial and managerial resources and abilities to become the I&R Provider for the telephone exchanges within the counties identified in its application.

7. Applicant is ready and willing to abide by Commission rules, regulations and policies.

WHEREFORE, Applicant respectfully requests the Commission to consider the above in supplement to its filed application in the referenced matter, further considering said application amended to the extent altered or modified by the above, and incorporates by reference herein the prayer for relief in its filed application.

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Attorneys for Heart of America United Way, Inc.

Certificate of Service

I hereby certify that a true and correct copy of the above and foregoing document was sent via e-mail on this 30th day of March, 2004, to General Counsel's Office at gencounsel@psc.state.mo.us; Office of Public Counsel at opcservice@ded.state.mo.us, and Brian T. McCartney at bmccartney@brydonlaw.com.

Mark W. Comley by RJB
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