

**GEORGIA PUBLIC SERVICE COMMISSION
TELECOMMUNICATIONS UNIT
PROCEDURES FOR ASSIGNMENT OF ABBREVIATED DIALING CODE 3-1-1**

To request assignment of the abbreviated dialing code 3-1-1, please file a petition with the Georgia Public Service Commission. Petitions may be filed online here: <https://psc.ga.gov/alternative-efile/>

Upon receipt of the petition, it takes approximately 30 to 60 days for the Commission to review and act upon the petition.

The following questions should be addressed in the petition. The petitioner may also include any other pertinent information.

1. Will 3-1-1 non-emergency services be available for connections to non-emergency police, fire department, water department and other city government departments and agencies?
2. Will 3-1-1 non-emergency service be provided on a 24/7 basis?
3. Will 3-1-1 non-emergency service calls be answered by a live voice?
4. Has petitioner communicated with the applicable incumbent local exchange carrier(s) (e.g., AT&T Georgia, Windstream) on implementation issues such as costs, county/city boundaries, shared central offices/wire centers? If yes, have *all* implementation issues been resolved?

NOTE: Your 3-1-1 provider (local telephone company) can assist you in providing a response for questions 5-7 below.

5. List the names of the central offices/wire centers within the city/county that will utilize the 3-1-1 number.
6. In Georgia, the situation arises where multiple municipalities share a central office. The 3-1-1 code can be assigned to only one municipality within a central office. If more than one municipality wants to utilize the 3-1-1 code, a call routing solution may need to be implemented to allow each municipality access to the code. Hence, the following questions:
 - a. Does the petitioning city/county share central offices/wire centers with any other municipality?
 - b. If the above answer is yes, provide the affected municipality(s) with written notice of your intent to petition the Commission for assignment of the 3-1-1 code and if said petition is approved, it may affect the municipality's ability to utilize the 3-1-1 code.

- c. Provide the Commission a copy of your notice to each municipality and their response thereto.
7. Has petitioner communicated with competitive local exchange carriers in the local calling area to advise them of plans to establish 3-1-1 service?
8. Provide a definitive implementation time frame.
9. Are there procedures in place that instruct customer service representatives how to handle and route callers requesting services outside of the city/county boundary?
10. How will the city/county citizens be informed of 3-1-1 as well as the difference between 3-1-1 and 9-1-1?
11. What channels will be used for advertising (e.g., newspapers, radio, flyers)? Advertising materials must clearly indicate that the user will not incur any additional fees to dial 3-1-1. The call must be free.
12. How will the 3-1-1 service be branded (e.g., “access to non-emergency police and government services” or “access to non-emergency and government services”)?
13. Who will assume the costs of implementing and maintaining 3-1-1 services, including related advertising costs?

Questions?:

Please direct all questions regarding these procedures to the Staff of the Commission’s Telecommunications Unit via email at telecomstaff@psc.ga.gov or telephone at (404) 651-9402.