COBB COUNTY BOARD OF COMMISSIONERS

Lisa N. Cupid
Chairwoman

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October 20, 2026

Via Electronic Filing
Georgia Public Service Commission
Attn: Telecommunications Unit
244 Washington Street SW
Atlanta, GA 30334

Re: Docket No. 27825 Petition by Cobb County Board of Commissioners for Assignment of the Abbreviated N11 Dialing Code 3-1-1 for Non-Emergency Government Services in Cobb County, Georgia

Dear Commissioners:

In accordance with the Georgia Public Safety Commission's ("Commission") Order Approving Request for Docket 27825 issued on September 16, 2008 ("Order") and the September 21, 2022, email from Ms. Erica Wilson, please accept this written notification of full implementation of 311 service by Cobb County Government consistent with the Order.

In 2008 and 2009, Cobb County requested extensions for the full implementation of the 311 Call Center. Despite our best efforts, the 2008 nationwide financial downfall forced Cobb County Government to make the very difficult decision to place the 311 Call Center project on hold. The Cobb County Board of Commissioners approved funds for staffing 311 on July 28, 2026. Cobb County Government is now ready to implement the 311 Call Center project consistent with the requirements of the Order. The abbreviated dialing code will be used to serve the citizens of Cobb County, Georgia, by providing rapid "one-stop" access to Cobb County's non-emergency governmental services through its Customer Service Center. The anticipated official launch date will be January 7, 2027.

We respectfully ask for the Public Service Commission's approval. Once we receive approval, Cobb County Government will market/advertise this free service to citizens. If the Commission has any questions or needs any additional information, please contact our CRM Communications Customer Service Manager, Abbylynn Anderson, by email at Abbylynn.anderson@cobbcounty.gov or by phone at 770-528-2155.

Sincerely,

Lisa N. Cupid
Chairwoman, Cobb County Board of Commissioners

Attachment: September 21, 2022, email from Ms. Erica Wilson

cc: Abbylynn Anderson, 311 Customer Service Manager
Shelly Weidner, Communications Interim Director
Kelly Long, Senior Associate County Attorney
Kimberley Lemley, Information Technology Services, CIO
John Harwood, Information Technology Services, Division Manager
Travon McGruder Information Technology Services, Manager
Michael Hill, AT&T/Bellsouth Technologies, LLC
Stephanie G Boyd, AT&T Client Solutions Executive