



Can't dial 2-1-1?

In July 2000, the Federal Communications Commission (FCC) reserved the 2-1-1 dialing code for community information and referral services. Please see the following guidelines if you are unable to be connected to 2-1-1 Orange County.

- Cell Phones
Currently 2-1-1 is accessible for callers with T-Mobile, AT&T, Sprint/Nextel and Verizon cell phone service. However there are other cell phone service providers that have not accommodated the mandated 2-1-1 dialing code. We continue to work with these providers to program access to 2-1-1. If you have difficulty with your service, please call 2-1-1 Orange County toll free at (888) 600-4357.

- 2-1-1 calls from Work: Agencies, Government entities and Companies
If you are unable to access 2-1-1 from your work phone, please contact your technical department to request 2-1-1 dialing access. 2-1-1 is a new dialing code so phone systems at agencies, government entities and companies will have to change the permissions in their phone system to allow employees to dial 2-1-1. If you have difficulty with your service, please call 2-1-1 Orange County toll free at (888) 600-4357.

- 2-1-1 calls from Home
If you are unable to access 2-1-1 from home you may be experiencing one of the following situations:
 - Your telephone service provider has not programmed 2-1-1 as part of their service.
 - Access to 2-1-1 has been programmed by the telephone service provider but it is not working properly.To correct the problem contact your telephone service provider's repair number to report that you are unable to connect to 2-1-1. If you have difficulty with your service, please call 2-1-1 Orange County toll free at (888) 600-4357.

- 2-1-1 calls from Payphones
2-1-1 was previously used by payphone providers as a way for callers to receive a refund for money lost while trying to place a call at a payphone. Some payphone service providers have not programmed calls to route to 2-1-1 Orange County. If you are unable to connect to 2-1-1 using a payphone please contact Consumer Affairs at 800-649-7570 to request a refund. Please call 2-1-1 Orange County toll free at (888) 600-4357 if you need information and referral assistance.

Although neither the Federal Communications Commission nor the California Public Utilities Commission (CPUC) mandated a price for 2-1-1 calls dialed from payphones, the CPUC did urge all payphone operators to recognize that 2-1-1 calls are, in many cases, an alternative to 911 calls, and asked that payphone providers refrain from charging callers dialing 2-1-1.