

Can't dial 211?

- Cell Phones

Currently 211 is accessible for callers with T-Mobile, Cingular, Sprint/Nextel and Verizon cell phone service. We are working with other cell phone service providers to program access to 211 and hope to have it completed by the end of the year. This site will provide updates as cell phone service with other providers becomes available. In the meantime please call our toll free number at (800) 339-6993 when you need assistance.

- 211 calls from Work: Agencies, Government entities and Companies

If you are unable to access 211 from your work phone talk with your technical department to request 211 dialing access. 211 is a new dialing code so phone systems at agencies, government entities and companies will have to change the permissions in the phone system to allow employees to dial 211.

For further assistance contact 211 LA County's technical department at (626) 350-1841 or e-mail webmaster@211la.org.

- 211 calls from Home

If you are unable to access 211 from home you may be experiencing one of the following situations:

- Your telephone service provider has not programmed 211 as part of the service.
- Access to 211 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 211. If you need further assistance contact 211 LA County's technical department at (626) 350-1841 or e-mail webmaster@211la.org.

- 211 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 pay phone. Some payphone service providers may not have yet programmed calls to route to 2-1-1 LA County. If you are unable to connect to 2-1-1 using a payphone please write down the number of the payphone and send it to webmaster@211la.org so we can resolve the problem. In the meantime please call our toll free number at (800) 339-6993 when you need assistance.

Although neither the Federal Communication Commission nor the California Public Utilities Commission (CPUC) mandated a price for 211 calls dialed from payphones, the CPUC did urge all payphone operators to recognize that 211 calls are, in many cases, an alternative to 911 calls, and asked that payphone providers refrain from charging callers dialing 211.