



What if I have problems dialing 2-1-1?

Oklahoma 2-1-1 has requested that every landline and wireless carrier provide access to 2-1-1. However, it is possible that some carriers are slow to implement the 2-1-1 code, or that certain office telephone systems (PBXs) are not able to access this 3-digit code. Additionally, pay telephone services are offered by a vast number of companies and private interests, and some may not have programmed 2-1-1 into their networks yet.

=== If you are dialing from home, or from a pay phone, or wireless telephone, and cannot connect by dialing 2-1-1, you can dial the 10-digit number (listed on map above) to be connected to a 2-1-1 specialist 24 hours a day, seven days a week. Once connected, please let the specialist assisting you know that you were unable to dial 2-1-1. Please include the name of the telephone carrier and (especially for wireless users) the location from which you were not able to connect to 2-1-1. Your assistance with designating areas where 2-1-1 service is not working properly is greatly appreciated!

=== If you are dialing from an office, hospital, or any building with multiple lines: Most companies and office buildings have business phone systems (commonly called a PBX), and 2-1-1 has to be programmed into the PBX before it will work properly. Most PBX systems will only allow 911 as an acceptable three-digit code.

=== If you dial 2-1-1 from inside your office and get a fast busy signal: This could mean that your PBX is not programmed to allow 2-1-1 to be dialed. Typically, your telecommunications staff or a service provider can make this simple adjustment. In some cases, the issue can be resolved by dialing 9 or another access code needed to get an outside line before dialing 2-1-1. Please check with your office manager or telephone system administrator to ensure that 2-1-1 is allowed through your PBX and recognized correctly by your phone system.

=== For office managers and technical support personnel: To allow the use of the 2-1-1 code, simply enable the transmission of the 2-1-1 digits (3 digits, instead of 7, 10 or 11) when dialed from your PBX. This will ensure that users have easy access to the Oklahoma 2-1-1 service.