



When I dial 2-1-1 it doesn't work, WHY?

2-1-1 VIRGINIA 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 new three-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:

If you try to call from your home or wireless telephone, or from a pay telephone, and cannot connect by dialing 2-1-1, you can dial 1-800-230-6977 to be connected to the 2-1-1 VIRGINIA system. 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 211. 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 building have 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 and possibly 411 as acceptable 3-digit codes. 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. Please check with your office manager or telephone system administrator to insure that 2-1-1 is allowed through your PBX and recognized correctly by your phone system.

If you get a message that states your call can not be completed as dialed or get a fast busy signal every time you dial 2-1-1:

Unfortunately some carriers may be slow in programming the 2-1-1 number or there may be an error in how the number is being translated. You can dial 1-800-230-6977 to be connected to the 2-1-1 VIRGINIA system. 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 211.

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.