

TR 2021-02 – Review of 3-5 Single Toll-free Statewide Telephone Number with Nationwide Access

Task Team Chair – Jose Espino

Proposal Approved by CGA Board – December 6, 2022



PROPOSED MODIFICATION TO PRACTICE 3-5 (Redline follows)

3.5: Adoption of 811 Three-Digit Dialing and Single Toll-Free Telephone Number with Nationwide Access

Practice Statement:

The 811 center adopts 811 three-digit dialing and a single toll-free telephone number with nationwide access.

Practice Description:

811 is used by all excavators within every state in the United States to submit locate requests. In addition to 811, the center provides a toll-free number that has nationwide access, meaning that a caller can reach the center from anywhere in the country.

References:

- One Call Systems International Voluntary Recognition Program
- Existing operating practices from various states' 811 centers
- 49 CFR Part 198
- NTSB Safety Study (NTSB/SS-97/01; PB97-917003)

REDLINE MODIFICATIONS TO 3-5 BELOW

3.5 Adoption of 811 Three-Digit Dialing and Single Toll-Free Statewide Telephone Number with Nationwide Access



Practice Statement:

~~All one call centers have~~ The 811 center adopts 811 three-digit dialing and a single toll-free ~~statewide~~ telephone number with nationwide access.

Practice Description:

~~There is only one statewide toll-free telephone number for one call centers to receive locate requests.~~ 811 is used by all excavators within every state in the United States to submit locate requests. ~~This number~~ In addition to 811, the center provides a toll-free

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