

**PROPOSED MODIFICATION TO PRACTICE 3-6 (*Redline follows*)**

**3.6: Hours of Operation**

**Practice Statement:**

The 811 center can process locate requests 24 hours per day, 7 days per week.

**Practice Description:**

The 811 center has a process in place where an excavator who has a locate request can, at any time of the day or night, every day of the year, contact the 811 center and have that request processed.

**REDLINE MODIFICATIONS TO 3-6 BELOW**

**3.6 Hours of Operation**



**Practice Statement:**

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The ~~one-call-center~~ 811 contact center has a process in place where an excavator who has a locate request can, at ~~anytime~~ any time of the day or night, every day of the year, contact the ~~one-call-center~~ 811 contact center and have that request processed.

**References:**

- One Call Systems International Voluntary Recognition Program
- Existing operating practices from various states' ~~one-call~~ 811 centers
- 811 center information
- NTSB Safety Study (NTSB/SS-97/01; PB97-917003)