



Can't Dial 2-1-1?

Are you having problems connecting with 2-1-1? You may be unable to reach the 2-1-1 Call Center for one of the following reasons:

1. 2-1-1 is not available in your county

2-1-1 Bay Area is available in Alameda, Contra Costa, Marin, Napa, San Francisco, Santa Clara and Solano Counties. If you are calling from another county, call 800-273-6222.

2. Calling from a Cell Phone

Currently 2-1-1 is accessible for callers with Cingular, Sprint, MetroPCS and T-Mobile cell phone service. All cell phones can reach the 2-1-1 Call Center through our toll free number, 800-273-6222.

2. Calling from Work

Because 2-1-1 is a new dialing code in Northern California, it may not be accessible from the phone systems of certain agencies, government entities and companies, which may have restrictions on outgoing calls. If you are unable to access 2-1-1 from your work phone, contact your technical department as they will need to change the permissions in the phone system to allow 2-1-1 dialing access.

For further assistance, contact Maritza Villagomez, United Way's Call Center Manager at 415-808-7388 or mvillagomez@uwba.org.

3. Calling from Home

If you are unable to access 2-1-1 from home, contact your telephone service provider's repair number. You may experience problems if your telephone service provider has not programmed 2-1-1 as part of its service, or the programming may not be working properly.

NEED HELP NOW?

**If you can't dial 2-1-1,
please call our toll free number:**

800-273-6222

4. Calling from a Pay Phone

You may experience problems accessing 2-1-1 using a pay phone if the pay phone provider has not programmed calls to route to the 2-1-1 call center. If you are unable to access 2-1-1, please write down the pay phone number and its location/address and send to mvillagomez@uwba.org so we can work with the pay phone provider to enable that phone.

Alternatively, you can reach the 2-1-1 Call Center from pay phones using our toll-free number, 800-273-6222.

Pay Phone Refunds

2-1-1 was previously used by pay phone providers as a way for callers to receive a refund for money lost while trying to place a call at a pay phone. For refunds, contact the California Public Utilities Commission (CPUC) Consumer Affairs Division at 800-649-7570 and press 0, Monday - Friday, 9-3. The CPUC won't be able to connect your call, but can send you a refund by mail. You will need the following information when requesting a refund:

- Date and time of call
- Pay phone address and number
- Number dialed
- Amount lost
- Customer call back number, name and mailing address