

N-1-1

The New Jersey Board of Public Utilities has worked with the telephone companies, emergency and public service providers and other State agencies to provide easy dialing for New Jersey consumers needing to reach various public services or obtain emergency assistance. Through the use of the 3 digit dialing codes shown below, consumers can reach these services in a more timely fashion with an easily remembered number.

2-1-1

Dialing 2-1-1 allows the caller to be connected with social services and community programs to reach health and human service specialists. The 2-1-1 program is designed to provide information on a regional or county basis where appropriate services may differ slightly in different areas. In addition, the 2-1-1 system, when necessary, provides disaster information for both the public and for emergency services. Callers requesting information on childcare, eldercare, basic living expenses and drug programs are among the types of calls received by 2-1-1. Calls to New Jersey's 2-1-1 helpline are free to the caller and confidential, and call specialists are available to handle calls in several languages 24 hours a day, 7 days a week, and 365 days a year.

3-1-1

The 3-1-1 code was designated by the FCC for access of non-emergency police matters and other governmental services at the discretion of local jurisdictions. The Office of Information Technology is the sole administrator of the 3-1-1 dialing code in New Jersey. OIT is expected to use 3-1-1 to replace many existing state call center programs but specific availability of services is yet to be determined.

5-1-1

5-1-1 enables callers to obtain free travel information and offers statewide updates on transportation including traffic and road conditions for those traveling New Jersey's highways. The public can access the 5-1-1 code either from their home or mobile phone. After following a series of voice-prompts a caller is then provided with up to the minute traffic information and road condition reports allowing them to minimize travel delays. There is no cost to the user to dial 5-1-1.

7-1-1

Dialing 7-1-1 allows the caller to quickly access the Telephone Relay System. This system assists persons with hearing and/or speech difficulties to more easily communicate with the public at large. This is accomplished through specially trained operators who receive spoken or typed messages from one party and translate these messages to the spoken or typed format required by the call receiver. The operators handle all calls confidentially. The person with the hearing and/or speech difficulty may speak, type or use sign language to give or receive the

message. Calls made through the Telephone Relay System are charged the same as normal calls and the cost of the system is borne by the state's telecommunications service providers.

8-1-1

Dialing 8-1-1 allows the caller to reach the State's "Call Before You Dig" program (One Call) prior to any work which will involve excavating or demolition. This gives advance notice to the utility so that they can mark its underground facilities prior to the commencement of any work. This is intended to help those involved in excavating or demolition work avoid damage to underground facilities and to prevent utility service outages. Persons calling 8-1-1, to obtain information on the State's Call Before You Dig program, are not charged for the call. The cost of the system is borne by the utility companies.

9-1-1

Dialing 9-1-1 allows the subscriber to reach police, fire and emergency medical responders, day or night when a person's life, health or property is at risk. The caller's telephone number and location are available to the 9-1-1 operator in most instances in case the emergency call is unexpectedly terminated. Implementation of this feature is currently under way for both cellular and Voice Over Internet Protocol services. Location identification for cellular phone will allow cellular callers to be located generally within a 50-300 meter radius depending upon a number of factors including the type of location system used, terrain etc. Voice Over Internet Protocol users with portable equipment will need to notify their provider in order to be located properly in the event they move or travel with their equipment. 9-1-1 is a free call from wire line or wireless phones as well as from TTY equipment.