



Florida Public Service Commission

Consumer Bulletin

Braulio L. Baez, Chairman

N11 Codes

Virtually every telephone user knows that dialing the digits 8-0-0 to initiate a call insures a toll-free phone call. Equally recognizable are the digits 9-1-1, which when dialed, give consumers a direct line to an emergency services operator. Other three-digit codes are used in many communities in Florida to provide a range of services. Those codes and their application are outlined below.



211 Community information and referral services are provided via this code in some communities in Florida. Potential users should inquire locally or, alternatively, can check <http://flairs.org/florida211networkplan.htm> for a listing of active 211 providers. If a community service agency, which may provide social or health services, wishes to acquire this number, it must make a request to the Agency for Health Care Administration. There are 11 active 211 regional and local call centers serving 33 of Florida's 67 counties, supplying 211 services to 75 percent of the state's population.

state, which, like the 211 code, is not in use statewide. In parts of Florida where the code is in use – mostly major markets – callers can receive travel information.



611 This code is assigned to local phone companies to provide customers access to telephone repair services.



711 This number is used to gain access to the Florida Telecommunications Relay Service. This system, created by the Legislature in 1991, provides access to the telecommunications network for individuals with speech, hearing or dual sensory disabilities.



311 This code is reserved for non-emergency police and other governmental services. In communities where this code is in use, it provides residents with a simple way of gaining access to local law enforcement in circumstances that lack urgency or to local government services deemed appropriate by city or county officials. In extreme circumstances, such as hurricanes, the 311 code may be used when local 911 emergency numbers are overloaded.



811 The 811 code currently provides access to the business offices of the local service company, but this may change in the next few years. Through the Pipeline Safety Improvement Act of 2002, Congress mandated the establishment of a three-digit nationwide toll-free number for states to use for a one-call notification system. An advisory group to the Federal Communications Commission has recommended the use of 811.



411 Most consumers recognize this code as providing local directory assistance. At one time, calls to 411 were free. However, customers should check to determine what their calling plan charges for this service.



911 Probably the most recognized of the three-digit codes, 911 is for emergency services only.



511 The Florida Department of Transportation implements and administers the 511 service in the

Braulio L. Baez is the Chairman of the Florida Public Service Commission. The PSC sets the rates regulated utility companies charge for natural gas, electric and telephone service within the state. In 36 counties, it sets the price you pay for the water you drink, if your water company is privately owned.