

N-1-1 Numbers

2-1-1 Health and Community Services, United Way

Information and referral for agencies that provide shelter, food, clothing, physical health needs, mental health needs, counseling, veterans' services, rental and utility assistance.

3-1-1 Government Services

Local government offices/services can be reached by dialing 3-1-1. This includes all government services from ADA compliance to Zoning. If the caller cannot utilize 3-1-1 dialing they can call:

Nashville- 615-880-1000 or 615-862-8750

Knoxville – 865-215-4311

4-1-1 Directory Assistance

This is fee- based service provides residential and business numbers. If caller cannot afford to call this service there is free service available at 1-800-373-3411 (1-800-free-411).

5-1-1 Traffic Information

Free traffic information provided by Tennessee Department of Transportation (TDOT). Lists local road conditions, weather conditions and has option to transfer to another state.

6-1-1 Phone Company Services, Line Repairs

This number is used by telephone companies including payphones and wireless providers to allow customers to contact customer service or report service problems. Some cellular companies use *6-1-1 to serve this function.

7-1-1 TDD, Relay for the Deaf

Tennessee Regulatory Authority provides relay services for the deaf and hearing impaired. There are several ways to utilize this service so you may want to refer callers to their customer service number 866-503-0262 or their website, <http://www.tennessee.gov/tra/relaycenter.html>.

8-1-1 Underground Utilities, "Call Before You Dig"

Tennessee One-Call System, Inc., is a non-profit corporation which acts as an advance notification service to operators of underground facilities anywhere within the state. Their goal is to prevent damage to underground utilities.

Tennessee state law requires anyone who may do damage to utilities by digging to call this number 72 hours in advance of moving earth.

9-1-1 Emergency Services

This is the familiar number for emergency services. For non-emergency services in Nashville call 615-862-8600 and in Knoxville call 615-215-7000. This number works for all calls that will require police assistance that are not of an emergent nature (*i.e.* minor auto accidents).