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## **Cingular links San Diegans to 2-1-1**

### **Wireless service provider makes access to community information easier**

San Diego – As of February 13, 2005, residents in San Diego County with Cingular Wireless service can dial 2-1-1 from their cell phones. In San Diego County, 2-1-1 is the new dialing code for 24/7 access to information on community, health, and disaster resources. This community service is provided without charge by 2-1-1 San Diego, a non-profit organization. However, Cingular standard airtime charges will apply to calls made to 2-1-1. Cingular Wireless is the largest wireless company in the United States, with more than 54 million subscribers who use the nation's largest digital voice and data network.

“Getting people the correct information and resources they need in a timely manner is the mission of 2-1-1 San Diego, and Cingular Wireless is helping us meet that mission,” states Sara Matta, executive director of 2-1-1 San Diego. “This is a huge step in the right direction.”

This implementation came only seven months after 2-1-1 San Diego jointly launched the service with Los Angeles, Orange, San Diego, Santa Barbara, and Riverside Counties, making 2-1-1 accessible to more than half of all Californians. In addition to having Cingular Wireless access to 2-1-1, T-Mobile USA wireless service also implemented 2-1-1 service in Southern California in September 2005.

In the meantime, cell phone users who need to access information but do not have Cingular Wireless or T-Mobile service can dial (858) 300-1211 for service in San Diego County, (626) 300-1464 for service in Los Angeles, (949) 764-1688 for service in Orange County, (951) 329-4703 for service in Riverside County, (805) 899-0061 for service in Santa Barbara County, and (805) 604-1977 for service in Ventura County.

2-1-1 has been set aside by the Federal Communications Commission as the phone number for confidential community information ranging from substance abuse treatment, care for a child, or volunteer opportunities. Callers are linked to highly trained phone specialists who can offer assistance in 150 languages through the help of a phone-based translation service. Additionally, 2-1-1 can be mobilized as a central communications link during a disaster, providing timely and updated information on relief efforts. 2-1-1 was first established in Atlanta, Georgia in 1997 and now reaches 137 million people in 32 states – more than 46 percent of the country.

For more information, the public can visit [www.211california.org](http://www.211california.org). Information about 2-1-1 nationally can be found at [www.211.org](http://www.211.org). For more information on Cingular Wireless, please visit [www.cingular.com](http://www.cingular.com).

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#### **2-1-1 San Diego**

2-1-1 is the new national dialing code for free, 24-hour access to information about community, health and disaster services.

2-1-1 San Diego • PO Box 881307 • San Diego, CA 92168-1307  
[www.211sandiego.org](http://www.211sandiego.org) • 858-300-1300