



The Georgia
Collaborative ASO





DBHDD



DBHDD

Georgia Department of Behavioral Health & Developmental Disabilities

Frank Berry, Commissioner
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Atlanta, GA 30303

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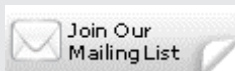
NOTICE:

CenturyLink Nationwide Phone Outage Affected Georgia Crisis and Access Line

Georgia Crisis
and Access Line



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Local number provided for GCAL access in case of future outage

On Thursday, September 3, 2015, the Georgia Department of Behavioral Health and Developmental Disabilities (DBHDD) was alerted that callers were unable to connect to the Georgia Crisis and Access Line during the following times: 6:06 p.m. to 7:27 p.m. and approximately 11:30 p.m. to 11:45 p.m. This occurred when CenturyLink, the company that hosts the 800.715.4225 number, experienced a nationwide outage. Users were unable to connect through any 800-numbers hosted by CenturyLink throughout the U.S. CenturyLink has acknowledged the problem and is working to resolve it as quickly as possible.

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As of this posting, the Georgia Crisis and Access Line is operating as usual and can be reached at 800.715.4225.

As CenturyLink works to resolve this issue, DBHDD and the Georgia Crisis and Access Line would like to offer additional guidance should we experience another outage:

- As always, individuals who are experiencing a life-threatening emergency should call 911.
- Should the Georgia Crisis and Access Line's toll-free number be out of service in the future, please dial the local number at **404.527.6700**.

This announcement is also posted on [DBHDD's website](#).

