

How to Use 360 Feedback

1. Enter the “360” Feedback option on our website, under “Guide for Homeowners”
2. Click on the Homeowner Option in the Ticket Search window

Ontario One Call 1-800-400-2255
CALL BEFORE YOU DIG

Ticket Search

Username:
Password:
User type: MEMBER

[Homeowners please click here](#)

[Back to On1Call homepage](#)

© Ontario One Call Ltd. 1999-2006

3. You will be prompted to enter your request number. This is the 7 or 8-digit number that was given to you at the end of your call. If you requested your locate online, this is the 7 or 8-digit number on your confirmation called “Request Number”.
4. When entering your request number, please enter “200” before your request number. For example, if your request number is 1234567, the number you enter in the request number field is 2001234567.
5. Click “SEARCH”.

6. Your locate status for each of the utilities notified will be shown

Request Status

Please enter your request number:

Note: "Sent to locator" means that Ontario One Call has not received a response from the member at this time.

Request Number	Member Name	Network Type	Status
2001234567	C L I FOR BELL CANADA (BCGN01)		SENT TO LOCATOR
2001234567	C L I FOR ENBRIDGE GAS (ENGN01)		SENT TO LOCATOR

[Back to On1Call homepage](#)

© Ontario One Call Ltd. 1999-2006
Thanks for using this TelDig 360 Feedback service.

There are several "Status" that you may see:

- a) **Will Contact You:** The Member/Locator will contact you
- b) **Sent to Locator:** Has been sent to the Member/Locator
- c) **In Progress:** Has been assigned to a Locator and is being located
- d) **Marked/Completed:** The Member/Locator has completed the locate
- e) **Cleared:** Has been cleared
- f) **Not Participating:** The Member/Locator in question does not participate in the 360 Service
- g) **Not Completed/Needs Additional Info:** The Member/Locator requires additional information before your locate may be completed. You may have to contact them.
- h) **Cleared by LookUp:** You have received a clearance for the utility in question through our LookUp Department. You would have received a copy of this clearance or a voice mail message. For additional information surrounding this clearance, please call 1-866-308-6588

No Internet? No Problem!

You may also check the status of your locates with our automated voice system, available by calling us at 1-800-400-2255. Follow the Homeowner prompts.

Technical Difficulties?

If you experience technical difficulties, please call us at 1-800-400-2255.

Reminder!

Not all utilities are members of Ontario One Call. Any other utilities, including the local Hydro provider in your area, must be contacted directly by you for a locate.