



NEW TOOL FROM THE HAWAII ONE CALL CENTER: Communicate Directly with Locators Using Ticket Talk

Launching April 30, the Hawaii One Call Center will be offering **Ticket Talk**, a **two-way communication feature that allows excavators and locators to message one another**. This exciting new tool offers a streamlined way to connect with the right person quickly and easily in a text message-like format.

Efficient Communication: Reach the right person fast—select one or more facilities to contact locators without the hassle of tracking down phone numbers or emails.

Easy Access: Excavators can access Ticket Talk through ITICnxt or by clicking the link in the emailed copy of a ticket. Facility operators can access Ticket Talk through Locator Tickets, Ticket Check, or the link in the emailed copy of a ticket. Messages on any ticket can also be viewed using Ticket Search.

Tied Directly to the Locate Request: Stored right within the existing locate request, Ticket Talk messages offer a public history of nearly real-time communication.

Unread Message Alerts: Get alerts for new messages with email notifications sent right to the inbox of any email addresses included on the locate request*.

Ticket Talk goes live on April 30, 2026.

Questions about this new feature? Contact our team via email at nwitic@occinc.com.

*Please note that some users may not receive a notice that a conversation message has been added.

Conversations in Ticket Talk do not replace stakeholder, locator, or excavator legal responsibilities or the requirement to follow Hawaii State Law Chapter 269E. Ticket Talk conversations do not create a locate request. Conversations in Ticket Talk do not amend, update, or alter the original notice of planned excavations in any way. Users **MUST** file a new ticket to make these modifications.

Please note that conversations are sent directly by the user to only those companies selected. Only selected users receive a conversation message.

Ticket Talk conversations are publicly available through Ticket Search. Users are strongly cautioned to avoid posting sensitive information including but not limited to access codes, personal phone numbers, and other private information.