



Emergency Response Telephone Number, 24 Hr (DOT)

Regulatory Citation	49 CFR 172.604 - Emergency Response Telephone Number
What It Is	Standard requires an emergency response telephone number that is to be a source of helpful information for emergency responders in the event of a hazardous materials incident.
Who It Applies To	Anyone that offers a hazardous material for transportation.
Origination Date	10-19-2009

Overview

A person who offers a hazardous material for transportation must provide an emergency response telephone number, including the area code, for use in an emergency involving the hazardous material.

The telephone number must be:

1. Monitored at all times the hazardous material is in transportation, including storage incidental to transportation;
2. The telephone number of a person who is either knowledgeable of the hazardous material being shipped and has comprehensive emergency response and incident mitigation information for that material, or has immediate access to a person who possesses such knowledge and information; and
3. Entered on a shipping paper.

A telephone number that requires a call back (such as an answering service, answering machine or beeper device) does not meet these requirements. The telephone number must be the number of the person offering the hazardous material for transportation or the number of an agency or organization capable of, and accepting responsibility for, providing the detailed information concerning the hazardous material. A person offering a hazardous material for transportation who lists the telephone number of an agency or organization shall ensure that agency or organization has received current information on the material before it is offered for transportation. The two most common contracted services are: INFOTRAC 800-553-5053 and CHEMTREC 800-262-8200.

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FAQ & Interpretations

Follow these links:

<https://www.phmsa.dot.gov/regulatory-compliance/phmsa-guidance/hazardous-materials-emergency-response-information>

<https://www.phmsa.dot.gov/regulations/title49/section/172.604?page=2>