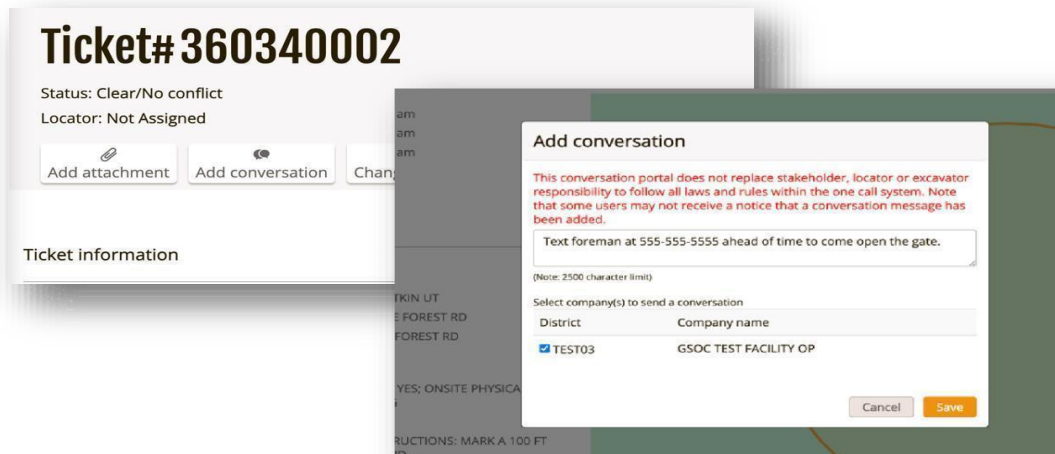


TicketTalk

What it is

TicketTalk is a limited messaging platform attached to valid locate requests that allows for the exchange of information between excavators and facility operators or locators. TicketTalk was designed to increase communication between stakeholders when safety is on the line.

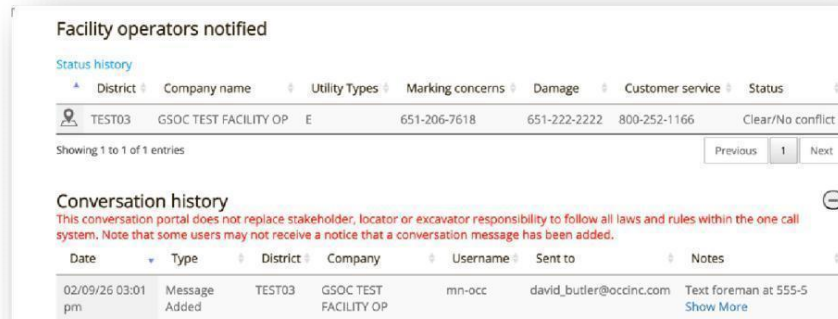


- TicketTalk can be used to alert utilities of a different contact or phone number
- TicketTalk can be used to alert utilities of a locked gate or dogs in the backyard
- TicketTalk can be used to alert locators that they will be present to allow access
- TicketTalk can be used to ask for clarification of markings
- TicketTalk can be used to alert the excavator that our locator is running late or having complications finding the work site
- TicketTalk can be used to clarify contact information on the ticket
- TicketTalk can be used to clarify any remarks on the ticket
- TicketTalk can be used to provide an alternate contact for the job site due to unexpected circumstances
- TicketTalk can be used to ask if depth information can be provided
- TicketTalk can be used to ask for locator IDs or other information for security purposes if the location is at a military base or airport
- TicketTalk can be used to give locators a heads-up that you will be canceling the ticket and will be filing a correction or new ticket soon

What it isn't

TicketTalk is not a replacement for any step in the one-call process. It is not a reprocess item for a ticket and does not generate a new ticket number; everything must be contained within an existing valid locate request.

At every step, excavators are warned that this cannot be used to replace any of their legal obligations. By default, Kansas 811 and OCC place warnings both when users are inputting a new message and when they are viewing messages.



Facility operators notified

Status history

District	Company name	Utility Types	Marking concerns	Damage	Customer service	Status
TEST03	GSOC TEST FACILITY OP	E	651-206-7618	651-222-2222	800-252-1166	Clear/No conflict

Showing 1 to 1 of 1 entries

Previous 1 Next

Conversation history

This conversation portal does not replace stakeholder, locator or excavator responsibility to follow all laws and rules within the one call system. Note that some users may not receive a notice that a conversation message has been added.

Date	Type	District	Company	Username	Sent to	Notes
02/09/26 03:01 pm	Message Added	TEST03	GSOC TEST FACILITY OP	mn-occ	david_butler@occinc.com	Text foreman at 555-5 Show More

TicketTalk **cannot** be used for the following:

- to change a ticket number
- to bypass the call center to obtain a locate ticket
- to have private locates performed
- to change the ticket's header
- to correct ticket information
- to add or remove utilities on the ticket
- to relocate the ticket
- to change the marking instructions
- to add additional excavation areas to an existing ticket
- to change the status of a ticket
- to ask a contract locator to mark other companies' lines
- to request survey information
- to ask for a meet location/replace a meet ticket

****Misuse of Ticket Talk will result in the functionality being removed from your account****

Guardrails

TicketTalk can only be used within a valid ticket. Once a ticket has expired, users are unable to create a new message – at that point, they can only view the conversation history on that ticket. Additionally, Kansas 811 can disable a TicketTalk for any user. If a member utility or locator has concerns about an excavator’s use of TicketTalk, call center staff can revoke that user’s access immediately.

Kansas 811 also makes a concerted effort to label and clearly delineate TicketTalk messages both in .xml outbound notifications and in daily audits. If any schema is needed, that can be provided without issue.

Kansas 811
SUMM
DAILY AUDIT OF TICKETS SENT ON 01/27/26

Date/Time: 02/10/2026 10:04:22 AM
Receiving Terminal: [REDACTED]

Seq #	Ticket #	Seq #	Ticket #
1	26034608-EMER	11	26034608-EMER
2	26034864-UPDT	12	26034864-UPDT
3	26034835-48HR	13	26034835-48HR
4	26026902-CMA	14	26026902-CMA
5	26026893-CMA	15	26026893-CMA
6	26026891-CMA	16	26026891-CMA
7	26026878-CMA	17	26026878-CMA
8	26026873-CMA	18	26026873-CMA
9	26026869-CMA	19	26026869-CMA
10	26026857-CMA	20	26026857-CMA

* indicates ticket # is repeated

Total Tickets: 20

EMER - EMERGENCY	1
UPDT - UPDATE	9
48HR - STANDARD	3
CMA - Conversation Message	7

Please call (316) 687-2102 if this data does not match the tickets you received on 01/27/26
End of Report

Subject: STANDARD 125265658

```
<?xml version="1.0" encoding="Windows-1252"?>
<OccOutgoingMessage xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:noNamespaceSchemaLocation="http://ks.utweb.occinc.com/ks-xml/KSOOutboundTicket-3-2-0.xsd">
  <Ticket TicketNum="125265658" CustID="1">
    <CallCenter>Kansas 811</CallCenter>
    <Header>STANDARD</Header>
    <Function>
      <TicketType>CONVERSATION MESSAGE ADDED</TicketType>
      <Revision>NEW</Revision>
    </Function>
    <SendTo>
      <District>
        <DCode>TEST07</DCode>
      </District>
    </SendTo>
    <Duration>1 DAY(S)</Duration>
    <LocOfWork>WHITELINE INSTRUCTIONS AT WORKSITE: MARK 2.5
MARK FOLLOWING THE ROUTE S FOR 24 FT.</LocOfWork>
    <ConversationMsg>
      <UserName>joshbeltoc@gmail.com</UserName>
      <TimeSent>12/12/25 10:22</TimeSent>
      <Content>TestingTicketTalkmessages</Content>
    </ConversationMsg>
    <Explosives>N</Explosives>
    <Trenchless>N</Trenchless>
  </Ticket>
</OccOutgoingMessage>
```

Kansas 811
Ticket No: 125265684 STANDARD CONVERSATION MESSAGE ADDED

Send To: TEST07 Seq No: 2 Map Ref:

Transmit Date: 1/28/26 Time: 7:33 PM Op: ksmarc
Original Call Date: 1/28/26 Time: 7:24 PM Op: ksmarc
Work to Begin Date: 1/31/26 Time: 12:01 AM

Company : ONE CALL CONCEPTS, INC. Best Time:
Caller Name : MARCUS CORBIN Phone: (316)687-2102
Alt. Contact: MARCUS CORBIN Phone: (316)687-2102
Caller Address: 8100 22ND ST N BLDG 2300-5 Fax Phone: (888)236-3465
WICHITA, KS 67226

Email Address: marcus@occinc.com
Type of Work: TESTING

Explosives: N Duration: 7 DAY(S) Trenchless Ex.: N
Work Being Done For: TESTING

State: KS County: CHEYENNE Place: ST. FRANCIS
Address: Street: TEST RD
Nearest Intersecting Street: TEST HWY

Location of Work: TEST TICKET ONLY

Remarks:

Conversation Message: From mcorbin: TESTING TT 01.28.26 732PM MC To review : this message, click <https://ks.utweb.occinc.com/EB24-Q6H-H2E-3CH> to see the : conversation.

