



## Greater Harris County 9-1-1 Emergency Network

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For IMMEDIATE RELEASE

### **AT&T Mobility Phone Outage Affects 9-1-1 THERE WAS NOT A 9-1-1 SYSTEM FAILURE**

During the evening of March 8, 2017, Greater Harris County 9-1-1 Emergency Network (GHC 9-1-1) was informed that AT&T Mobility was experiencing a nationwide issue across their network.

This was not a 9-1-1 system failure. The 9-1-1 system was functioning; however some AT&T Mobility customers may have experienced difficulty when making voice calls to 9-1-1.

GHC 9-1-1 is communicating with AT&T on their findings to determine the overall impact of the problem in our area.

Preliminary findings showed that there were AT&T successful calls during this time frame, indicating this outage did not affect **all** AT&T customers.

Residents should contact local jurisdictions to get their contact information for local authorities. While this is a rare event, should it occur again, it is always a good idea, to have 10-digit phone numbers to local emergency services.

GHC 9-1-1 is responsible for administering 9-1-1 emergency communications services for 49 cities and two counties: Harris and Fort Bend.

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