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FOR IMMEDIATE RELEASE  
January 29, 2018

## MAJOR OUTAGE EXPERIENCED ON STATEWIDE NG911 SYSTEM

### Details on Cause of Outage Not Yet Available

Topeka, KS, January 29, 2018– AT&T fiber optic cable damage resulting from a fence building activity resulted in a variety of AT&T service interruptions, including Statewide NG911 service. 911 Coordinating Council personnel became aware that two Public Safety Answering Points (PSAPs) had been rerouted to neighboring PSAPs due to the damaged fiber optic cable at approximately 11:30 Saturday morning. Additional PSAP's reported 911 service problems later that afternoon and evening.

As PSAPs reported outages, contingency plans were invoked to reroute 911 calls to administrative phone lines, allowing call takers to continue receiving 911 calls. AT&T dispatched technicians to repair the damage immediately upon learning of the fiber optic cable damage. The technicians continued to work throughout the night and into Sunday morning to restore full service.

AT&T is currently conducting an in-depth review of the event and a full report is expected from them by February 9, 2018. While initial findings suggest that the fiber optic cable disruption is the cause of this event, the design of the Statewide NG911 system provides for redundancies that should not have allowed this event to occur. The Coordinating Council believes that the AT&T report will reveal additional contributing elements.

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