



# NEWS

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**FOR IMMEDIATE RELEASE: October 27, 2016**

## **9-1-1 Service Issues Update**

**Norristown, PA (October 27, 2016)** – The Department of Public Safety has been informed that a contractor struck a conduit containing communications lines and that is causing the degraded service for landline 9-1-1 calls coming into Montgomery County's Emergency Communications Center.

We have been informed that it will take at least several hours to fully restore landline phone service.

Callers using landlines to call 9-1-1 could receive a busy signal. If that happens, the caller should use a cellular phone to call 9-1-1 or hang up and call again. Some landline calls to 9-1-1 are getting through.

There is no problem with cellular phone calls to 9-1-1.

We will provide notification when service is fully restored.

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