



NEWS

MONTGOMERY COUNTY OFFICE OF COMMUNICATIONS
COURT HOUSE, NORRISTOWN, PA., BOX 311, 19404-0311

Lorie Slass, Director of Communications

Jessica Willingham, Public Relations Coordinator

PHONE (610) 278-3061 FAX (610) 278-5943

COMMISSIONERS: JOSH SHAPIRO, *Chair*

VALERIE A. ARKOOSH, MD, MPH, *Vice Chair*

JOSEPH C. GALE, *Commissioner*



FOR IMMEDIATE RELEASE: October 28, 2016

9-1-1 Service Fully Restored

Norristown, PA (October 28, 2016) – The Department of Public Safety was informed by Verizon that 9-1-1 service in Montgomery County was fully restored at 5:18am this morning.

Verizon informed the department at about 2:00pm Thursday that some 9-1-1 calls from landlines may not get through to Montgomery County's Emergency Communications Center because a contractor in Wayne had struck a conduit containing communications lines.

The Department of Public Safety implemented procedures to alert the public to potential problems getting through to 9-1-1 and steps they should take to get through in an emergency.

The Emergency Communications Center did not entirely lose the ability to receive landline calls during the incident, but some calls to 9-1-1 had to be rerouted through Verizon's network and that created the potential for callers to get a busy signal.

There were no problems with cellular phone calls to 9-1-1 and there were no instances that we are aware of where anyone's safety was put at risk by the degraded service.

Press contact: John Corcoran, 610-631-6504 or jcorcora@montcopa.org.