



PublicService Commission <psc@utah.gov>

## INITIAL - Service Notice: 9-1-1 Call Delivery

1 message

VestaSolutions@dccnotify.com <VestaSolutions@dccnotify.com>

Tue, Jan 3, 2023



### Service Notice: 9-1-1 Call Delivery

INITIAL

Dear Motorola Solutions Customer,

In an ongoing effort to keep you informed of situations affecting Motorola Solutions' services and products, we are sending you this service notice to inform you of a potential issue with 9-1-1 Call Delivery. This will impact the delivery of your call-back number, location information, and mapping capabilities.

Our teams are working to restore the full functionality of 9-1-1 Call Delivery. A customer support representative will provide additional information as available. You may also contact Motorola Solutions Service Desk at (800) 881-4245 or [VestaOutage@motorolasolutions.com](mailto:VestaOutage@motorolasolutions.com).

We understand the critical role of 9-1-1 Call Delivery and that you rely on our products and services to operate effectively. We apologize for any inconvenience to you and your customers. Thank you for being a loyal Motorola Solutions customer. We appreciate your support and patience during this issue.

Best regards,

The MSI 9-1-1 Support Team

#### RESOURCES:



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## FINAL - Service Notice: 9-1-1 Call Delivery

1 message

VestaSolutions@dccnotify.com <VestaSolutions@dccnotify.com>

Tue, Jan 3, 2023



### Service Notice: 9-1-1 Call Delivery

FINAL

Dear Motorola Solutions Customer,

In an ongoing effort to keep you informed of situations affecting Motorola Solutions' services and products, we are sending you this service notice to inform you the issue with 9-1-1 Call Delivery has been resolved. Our teams have restored the full functionality of 9-1-1 Call Delivery. If you have questions, please contact Motorola Solutions Service Desk at (800) 881-4245 or [VestaOutage@motorolasolutions.com](mailto:VestaOutage@motorolasolutions.com).

We understand the critical role of 9-1-1 Call Delivery and that you rely on our products and services to operate effectively. We apologize for any inconvenience to you and your customers.

Thank you for being a loyal Motorola Solutions customer. We appreciate your support and patience during this issue.

Best regards,

The MSI 9-1-1 Support Team

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