



PublicService Commission <psc@utah.gov>

Outage Notification: Motorola Solutions Connectivity, Inc. - Utah, 911 Call Routing (January 24, 2025)

1 message

Michaela Johnson <michaela.johnson@motorolasolutions.com>

Fri, Jan 24, 2025 at 12:00 PM

To: psc@utah.gov

Cc: Cheng-yi Liu <cheng-yi.liu@motorolasolutions.com>, Christopher Canter <christopher.canter@motorolasolutions.com>, Paulina Pashov <paulina.pashov@motorolasolutions.com>, NSOC IncidentCommand <NSOCIncidentCommand@motorolasolutions.com>

Utah Public Service Commission,

Wireless subscribers in Utah Hosted System 1 may be impacted by a 911 Call Routing issue. Multiple Utah PSAPs were temporarily unable to handle some 911 calls. An Emergency Response Team is engaged in ongoing investigation.

Date/Time of Incident Start: 1/24/2025 10:16 AM Mountain

Date/Time of Incident End: TBD

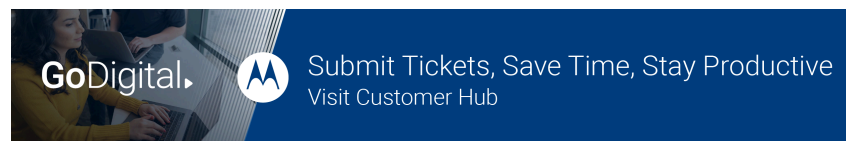
An outage report will be provided with additional information, as soon as possible. You may also contact Motorola Solutions Service Desk at (800) 881-4245 or VestaOutage@motorolasolutions.com for more information.


Michaela R. Johnson

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Centralized Managed Support Operations

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