



PublicService Commission <psc@utah.gov>

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

1 message

Cheng-yi Liu <cheng-yi.liu@motorolasolutions.com>

Fri, Jan 24, 2025 at 1:57 PM

To: PublicService Commission <psc@utah.gov>

Cc: Michaela Johnson <michaela.johnson@motorolasolutions.com>, Christopher Canter <christopher.canter@motorolasolutions.com>, Paulina Pashov <paulina.pashov@motorolasolutions.com>, NSOC IncidentCommand <NSOCIncidentCommand@motorolasolutions.com>

As an update for Docket no. 25-2607-01, the incident referenced earlier today has been restored and the system was reported as stable around approximately 12:18 pm MT. The incident is still under review and additional details can be made available once completed.

-Cheng

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On Fri, Jan 24, 2025 at 3:26 PM PublicService Commission <psc@utah.gov> wrote:

Hello,

I have opened a docket no. 25-2607-01 for the outage notice.

Would you please make sure to mention this docket number when you send us the outage report in the future.

Thank you and have a good day.

On Fri, Jan 24, 2025 at 12:00 PM Michaela Johnson <michaela.johnson@motorolasolutions.com> wrote:

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.

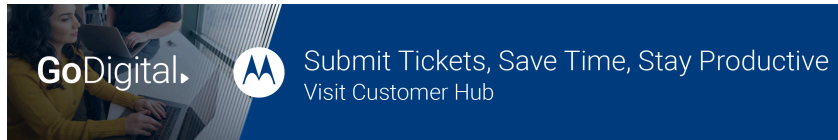
Date/Time of Incident Start: 1/24/2025 10:16 AM Mountain

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

Sr. Manager, VESTA NSOC
Centralized Managed Support Operations
m: 303-246-7119



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