For Immediate Release   September 26, 2019

Provider Network Issue Caused 9-1-1 Outage

An investigation has determined the 9-1-1 outage that occurred in Plano earlier this week was likely caused by a network issue with one of the City's telecommunications providers. While the City's Public Safety Communications (PSC) system has three providers, the investigation did not definitively determine which provider initiated the issue.

On Monday, September 23 at 2:49 p.m., Plano 9-1-1 and administrative lines went down. All 9-1-1 calls were routed to Richardson until the issue was resolved at 5:15 p.m. Several PSC employees went to Richardson to assist with calls.

# # #

Editor's Note: *Go to the City's [Media Center](#) for comprehensive information about the City of Plano.*

Media Contacts
Steve Stoler
Director
Media Relations
Ph. (972) 941-7321
Mo. (972) 345-1393
Stevest@plano.gov

About Plano
Plano, Texas, is the largest city in Collin County with a population of 284,070 as of January 2019. Incorporated in 1873, the city is located 20 miles north of Dallas. Niche and AreaVibes recently named Plano as one of the Best Cities to Live in America. Forbes designated Plano one of America's safest cities. The City offers a high quality of life that includes nationally recognized schools, award-winning parks, and sustainability initiatives and a wide variety of multi-cultural neighborhoods appealing to families, young singles and retirees. Plano is home to the headquarters or regional operations of major corporations such as Toyota, Liberty Mutual, JPMorgan Chase, Boeing Global Services, Fannie Mae, FedEx Office, JC Penney, Rent-A-Center, Cinemark Holdings, Denbury Resources and Alliance Data Systems. Our dynamic community features excellent restaurants, vibrant shopping and entertainment venues, a lively historic downtown district and active local arts scene. Easy access to DART light rail and major highways makes Plano a convenient place to live, work and visit. To learn more about Plano, go to our website at plano.gov.