



FREDERICK COUNTY GOVERNMENT

DIVISION OF EMERGENCY MANAGEMENT

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News Release

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Widespread Cell Carrier Outage: How to Reach 9-1-1

FREDERICK, MD – Frederick County is warning the public of a nationwide AT&T cellular network outage this morning. Additional outage reports have been received by a smaller number of Verizon and T-Mobile customers. If you use one of these cell service providers, the outage may affect your ability to call 9-1-1.

Anyone in Frederick County having cell service problems can use the phone's SOS/Emergency call function. This feature can piggyback off other networks nearby to potentially connect through another working cell service provider.

Other ways to reach 9-1-1 if your cell service is affected by the outage include:

- Using another cell phone with a different cell service provider,
- Using a landline or VOIP line, or
- Texting 9-1-1.

Only call 9-1-1 for emergencies. Do not call 9-1-1 to test if your cell service phone is working.

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