



City of Yakima

News Release

Subject: 9-1-1 System Update

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9-1-1 Service for SunComm Operational – Service Testing Continues

Emergency calls to 9-1-1 are directly reaching the SunComm center that serves several first responder agencies in Yakima County, but additional testing is being conducted to ensure intermittent outages experienced early this morning after a major outage occurred last night are completely resolved.

If an outage occurs again, or if anyone calling 9-1-1 gets a busy signal, people served by SunComm are directed to report emergencies by calling 509-457-0207.

On Thursday evening, a significant outage that originated with CenturyLink resulted in SunComm switching to a backup phone number. Emergencies could also be reported during the outage by texting 9-1-1.

The outage affected 9-1-1 calling capabilities in multiple western states as well as other internet-based services in several areas of the U.S. At about 9:45 pm on Thursday, CenturyLink posted on its Twitter feed that, "CenturyLink engineers have identified a network element that was impacting customer services and are addressing the issue in order to fully restore services."

Additional information will be provided if it becomes available.