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FOR IMMEDIATE RELEASE  
October 8, 2018

### **Telephone Service Interruption Media Release**

[Steamboat Springs, Colorado, October 8, 2018] Earlier this morning, Routt County dispatchers identified an issue with the local telephone system; when any of our non-emergency lines were called you would receive a busy or a system error message. Dispatchers believed the issue was affecting 9-1-1 lines as well. According to the Routt County Communications protocols, they manually transferred all 9-1-1 lines to Moffat County / Craig Regional Dispatch Center.

Once we identified what lines were affected, we disseminated a message notifying the public of the issue through the Routt County Alerts system. The intent of the message was to provide an alternate non-emergency number for the public to call for assistance. According to CenturyLink, the issue was an electronic switch failure at the Steamboat Springs Central Office. The equipment failure also affected other business customers in the West Steamboat area.

Repairs have been made and circuits have been tested. Both 9-1-1 and non-emergency lines appear to be functioning properly at this time. Craig dispatch processed one 9-1-1 call during this service interruption, where information was provided to Routt County via radio.

Jason Nettles  
Routt County Emergency Communications Manager

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