FOR IMMEDIATE RELEASE

Burke County, North Carolina - This morning at 0426 hrs, AT&T reported a Nationwide service impairment in their system, which has caused an outage affecting their subscribers in Burke County and across the country. This outage has impacted the ability of AT&T and First Net customers to call out from their devices and, in return, the ability of some wireless AT&T users to call 911.

Thankfully, the outage did not impact the county's emergency communication services. However, AT&T subscribers were at times unable to reach the 911 system. AT&T has informed us that they are working hard to fix the issue and have all hands on deck.

Burke County Emergency Communications utilizes the North Carolina State Emergency Service IP Network (ESI Net), which is still operating at full capacity. Therefore, if you can make a call, we will receive it. In case you are having trouble making a call, you can try texting 911 instead. To do this, simply enter "911" as the number you want to text and then type your message in the body of the text. If you are unable to text as well, you should consider using a landline or a different phone if it is safe to do so.

However, for reference, should you need to contact us for non-emergency situations, please use the following phone numbers: 828-437-1911, 828-438-5500, 828-438-5501, and 828-437-1170. Use

Again, though there is no impact to the Burke County 911 Center, citizens in the county report sporadic issues continue when trying to call out.

If you have any questions, please feel free to contact me via email at chris.white@burkenc.org or call me at 828-764-9125.