News Release

From the Office of Mayor Misty Buscher

FOR IMMEDIATE RELEASE
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NATIONWIDE OUTAGE AFFECTS SPRINGFIELD COMMUNICATION NETWORKS

SPRINGFIELD, ILLINOIS - The City of Springfield would like to inform its citizens of a nationwide cellular outage that has impacted communication networks across the country, including the intermittent outages of the municipality's non-emergency phone number and an outage of the Springfield free WiFi. These outages coincide with the nationwide network disruption and is expected to be resolved concurrently. Many cellular customers and other cellular networks may experience disruptions in their phone, internet, and television services.

We recommend that residents use other methods of communication, if possible, while network technicians work on restoring services. Emergency services and phone lines for all City of Springfield departments are still available. Call 217-789-2000 to reach any City of Springfield department, or dial 911 in case of an emergency. We kindly ask that residents please refrain from calling 911 to inquire about emergency services availability. We will keep you updated on the progress of service restoration through our official channels, including social media platforms, Channel 18 and Channel 4 and our website.

We appreciate your patience and understanding during this time.

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