



CONTACT:
Chris Kohlmann
Information Services Manager
563-589-4280
ckohlman@cityofdubuque.org

NEWS RELEASE

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Phone Issue Affecting Some Inbound Calls to City Department Numbers

DUBUQUE, Iowa -- Following a phone update and port of services from Windstream to Centurylink late last week, Windstream phone service customers continue to have issues when making calls to some City of Dubuque phone numbers.

This issue is **not** affecting 911 or any calls to the Dubuque Law Enforcement Center. No other phone carriers are impacted. The issue is not impacting outbound calls from the City of Dubuque.

Kurtz Communications, Centurylink, and Windstream are working to resolve the issues. Until the issue is resolved, the City Clerk's Office phone number, 563-589-4120, is operational for inbound calls from all carriers and callers are asked to call that number if they experience a "fast busy" signal. The City Clerk's Office staff will transfer those callers to the appropriate department.

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