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NEWS RELEASE

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911 Service Not Impacted by Phone Outage

DUBUQUE, Iowa – A major phone service disruption is impacting the Dubuque, Jackson, Clinton, and Jo Daviess county areas due to a suspected fiber optic line cut. The outage is impacting most land lines as well as some Verizon and U.S. Cellular phone service. This outage is not impacting Dubuque County 911 emergency communication services.

City of Dubuque offices and facilities are currently unable to receive inbound calls or make outbound calls. City staff are working with the phone service vendor to resolve the issue as quickly as possible. In the meantime, no City department or division offices, as well as Greater Dubuque Development Corporation, can receive inbound calls or make outbound calls. The outage is affecting some internet services.

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