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NEWS RELEASE

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9-1-1 Center Services Fully Restored Last Night

DUBUQUE, Iowa – All phone services for the Dubuque County 9-1-1 Center were fully restored late last night. Residents with emergency needs should call 9-1-1 for assistance. For non-emergency issues, please call 563-589-4415.

9-1-1 Center phone services were unexpectedly disrupted yesterday morning as a result of work related to a software upgrade. When the phone system crashed, wireless 9-1-1 lines were automatically transferred to Cedar Falls State Radio. All other lines were either transferred to a back-up phone system at the 9-1-1 Communications Center or answered at an off-site back-up call center. Services were fully restored and all calls were rerouted back to the 9-1-1 Communications Center shortly after 11 p.m. last night.

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