



CITY OF DURHAM
Office of Public Affairs
101 CITY HALL PLAZA
DURHAM, NC 27701

News Release

News Media Contact:

Amy Blalock
Sr. Public Affairs Specialist
(919) 560-4123 x 11253
(919) 475-7735 (cell)
Amy.Blalock@DurhamNC.gov
<http://Facebook.com/CityofDurhamNC>
<http://Twitter.com/CityofDurhamNC>
<http://YouTube.com/CityofDurhamNC>

For Immediate Release: June 24, 2015

Share! Verizon Wireless Customers should call (919) 560-4600 for emergency help; <http://bit.ly/1HhcMka>

Durham 9-1-1 Access Unavailable to Verizon Wireless Customers

Verizon Wireless Customers Should Call Non-Emergency Number Until Further Notice

DURHAM, N.C. – Currently, Verizon Wireless customers are receiving a busy signal when dialing 9-1-1. Verizon Wireless is now working to fix the issue with their network.

Until further notice, Verizon Wireless customers in need of emergency assistance should call the [Durham Emergency Communications Center](#) non-emergency number at **(919) 560-4600** if a busy signal is received when dialing 9-1-1.

According to James Soukup, director of the Durham Emergency Communications Center, no other wireless carriers are having issues, and all landline-placed 9-1-1 calls are working.

About the Durham Emergency Communications Center

The [Durham Emergency Communications Center](#) is the primary public safety answering point for the City and County of Durham. Guided by the City's [Strategic Plan](#), the Center helps to ensure that Durham is a safe and secure community by providing around-the-clock 911 access and services to the residents and user agencies in and around Durham County. Services include, but are not limited to, emergency and non-emergency requests for assistance; dispatch of police, fire, and emergency medical services; other city/county support agencies; and other duties as required. The geographic service area encompasses 296 square miles with approximately 250,000 residents. The Center has earned the internationally recognized APCO Project 33 Certification from the [Association of Public Safety Communications Officials International, Inc.](#); Emergency Medical Dispatch Accreditation by the [National Academy of Emergency Medical Dispatch](#); and accreditation by the [Commission for Accreditation of Law Enforcement Agencies](#). The Center was the first, and currently, one of only four centers in the

world to hold these three accreditations simultaneously. To learn more, visit the department's [Web page](#) or like on [Facebook](#).

###