



DR. R. GRIFF GORDY
Mayor Pro Tem / At Large

STEVE BAILEY
Councilmember District 1

EDDIE N. LOWE
Mayor

VICKEY F. CARTER
Councilmember District 2

ARTHUR L. DAY, JR.
Councilmember District 3

WALLACE B. HUNTER, City Manager
MELONY LEE, City Clerk
MIKE BAUER, IT Director

MEDIA RELEASE

March 29, 2023

City Telephone Service Outage

The City of Phenix City's phone system started experiencing line problems on Tuesday, March 28, 2023 around 2 p.m., Eastern Time. These issues were caused by faulty equipment inside of the AT&T central office that our service is fed from. This resulted in telephone service outages at all City facilities. We apologize if you were unable to get through to us or your call got disconnected.

Service was partially restored yesterday evening (3/28/2023) around 10 p.m., Eastern Time and fully restored this morning by 8:30 a.m., Eastern Time. We are currently working with our service provider to add additional redundancy to help ensure this does not happen again.

Thank you,

Mike Bauer
IT Director