



CITIZENS UTILITY BOARD

Fighting for Illinois Consumers

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CUB STATEMENT ON NATIONWIDE AT&T OUTAGE

This is a serious outage impacting public services, including peoples' ability to call 911 on their wireless phones. After a year when AT&T boasted record operating income due to its mobile service (about \$26 billion) and has aggressively moved to disconnect its most vulnerable customers from landlines, the phone giant has some explaining to do. It owes the public a detailed and credible explanation for the cause of this nationwide outage. -Sarah Moskowitz, CUB Executive Director

If you can't use your cellphone, consider these alternatives for calls you have to make:

- Place a call using Wi-Fi. (According to AT&T, customers can activate the Wi-Fi calling function on their devices. When your phone is connected to Wi-Fi with the Wi-Fi calling function on, and a cellular connection is unavailable or poor, you may see a Wi-Fi calling icon in your device's notification bar to indicate that calls will be carried over Wi-Fi.)
- Use a landline.
- Check to see if friends have a landline or working cellphone service with another carrier.
- Some iPhone users have seen SOS messages displayed in the status bar on their cellphones. Apple Support has reportedly said: The message indicates that the device is having trouble connecting to their cellular provider's network, but it can make emergency calls through other carrier networks.

Note: Do not call 911 to test your cellphone service. 911 is only for emergencies.

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The Citizens Utility Board (CUB) is celebrating its 40th anniversary as Illinois' leading nonprofit utility watchdog group. Created by the Illinois Legislature, CUB opened its doors in 1984 to represent the interests of residential and small-business utility customers. Since then, CUB has saved consumers more than \$20 billion by helping to block rate hikes and secure refunds. In 2024, CUB is celebrating its 40th anniversary of consumer advocacy work. For more information, call CUB's Consumer Hotline at 1-800-669-5556 or visit CUB's award-winning website, www.CitizensUtilityBoard.org.