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To: "Direct to Mayor and Council - DL"
CC: "City Manager's Correspondence Group - DL"
Date: 2/2/2020 7:32:03 AM
Subject: Phone outages

Good morning Mayor and Council,

As you may have seen in media reports, phone service providers have been experiencing service disruptions over the past 24 hours. The City's phone network (TELUS) and mobile carrier (Bell) have been affected.

Calls between City landlines and some mobile networks are failing. There is no impact on 9-1-1 access.

Our team is continuing to monitor these issues but resolution will depend on the telecom providers. We understand that there is a combination of factors, include a landslide in the interior that has damaged fibre connections.

If you have any questions, please let me know.

Paul