

MEDIA RELEASE

FOR IMMEDIATE RELEASE

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CHARTER COMMUNICATION SERVICE INTERRUPTION: 911 SERVICES POSSIBLY IMPACTED

Public Announcement

Casper, Wyoming (May 2, 2017) – Charter Communication notified the Casper Police Department that Charter Communication is experiencing a service interruption that may impact 911 services in Casper. Charter Communication is investigating the matter and is working to restore the service interruption that it believes was caused by a fiber cut. Customers who use Charter Communication as their service provider may not be able to make 911 calls, and they will need to find an alternate means to make an emergency 911 call.

Charter Communication currently does not have an estimated time of repair but is working to restore service as soon as possible. Charter Communication will continue to provide updates to the Casper Police Department on the progress of the restoration efforts, and the Department will update the public.

Currently, non-Charter Communication 911 calls are being received by the Public Safety Communication Center.

The Department reminds the public not to make test calls to the 911 line. The 911 line is for emergency use only.