

MOTION

Over the last three weeks, numerous residents of Council District 8 have reported phone service outages, mainly impacting Plain Old Telephone Service (POTS) landlines. These outages have disproportionately impacted elderly residents and seem to be only impacting people who have AT&T phone lines. AT&T has not been forthcoming with information on the cause of these outages, or on a timeframe for service restoration. As landlines are a vital tool of communication for many elderly residents, the City should take all steps it can to identify the cause of this problem and why no notice has been provided to impacted residents, and what the City can do to mitigate this problem.

I THEREFORE MOVE that the Information Technology Agency be directed to report within seven days on ongoing phone service outages in Council District 8. This report should discuss the following:

- The cause of phone service outages in the area;
- The types of services effected, including Plain Old Telephone Service (POTS) lines, internet Voice over IP (VoIP) and mobile services;
- What actions have been taken to date to resolve service outages;
- Why AT&T has not provided updates to their customers;
- An estimated time frame for service restoration; and
- Any steps the City could take to mitigate this problem and ensure that residents who rely on landline phone service have it.

I FURTHER MOVE that the Information Technology Agency with the assistance of the Department of Public Works be directed to report, if these outages are the result of construction activity, on the presence of and adherence to “before you dig” signs, and on if “locates” were provided prior to construction activity commenced.

PRESENTED BY: _____


MARQUEECE HARRIS-DAWSON
Councilmember, 8th District

SECONDED BY: _____



FEB 14 2023

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