



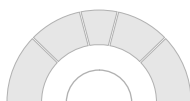
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## AT&T customers report a massive outage, disrupting phone service across America

By Melissa Alonso and Brian Fung, CNN

🕒 2 minute read · Updated 8:11 AM EST, Thu February 22, 2024



A traditional cell phone tower. Brett Coomer/Houston Chronicle/Getty Images

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**(CNN)** — AT&T's network went down for many of its customers across the United States Thursday morning, leaving customers unable to place calls, text or access the internet.

Although Verizon and T-Mobile customers reported some network outages, too, they appeared far less widespread. T-Mobile said its network was unaffected by AT&T's service outage and customers reporting outages may have been unable to reach customers who use AT&T.

More than 64,000 AT&T customers reported outages on digital-service tracking site DownDetector. That's not a comprehensive number: It tracks only self-reported outages. Although outage reports fell a bit in the 5 am ET hour, they bounced back in the 7 am ET hour and continue to surge.

AT&T did not immediately respond to a request for comment. The company has been responding to customer complaints online but has not yet acknowledged a network outage.

The company has encountered sporadic outages over the past few days, including a temporary 911 outage in some parts of the southeastern United States.

Several local governments said AT&T's outage was disrupting its services.

San Francisco's Department of Emergency Management said in a statement on X Thursday morning that its 911 center remained operational, but many AT&T customers were unable to reach the emergency line because of the outage. It suggested people call from a landline or find someone with a rival's service to dial 911.

"We are aware of an issue impacting AT&T wireless customers from making and receiving any phone calls (including to 911)," the department said in its post. "We are actively engaged and monitoring this."

The Fire Department in Upper Arlington, Ohio, said the AT&T outage was affecting its fire alarms. St. Joseph County, Michigan, advised residents to use Wi-Fi to place 911 calls if they can't reach 911 on AT&T's network. Cobb County, Georgia, said its 911 operations remained unaffected by the outage but noted customers may want to find alternate methods of reaching emergency services. Cabel County, West Virginia, said customers that couldn't reach 911 could text to 911 as a last resort.

There also have been about 1,000 outages reported by both Verizon and T-Mobile customers Thursday morning, the DownDetector website indicates. Verizon did not immediately respond to requests for comment.

"We did not experience an outage," T-Mobile said in a statement. "Our network is operating normally."

User reports on Downdetector about a T-Mobile outage, the company added, "is likely reflecting challenges our customers were having attempting to connect to users on other networks."

Downdetector offers "real-time status information for over 12,000 services across 47 websites representing 47 countries," the website says.

*This is a developing story and will be updated.*

*CNN's Carroll Alvarado contributed to this report.*

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