



INFORMATION TECHNOLOGY

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Mayor Pro Tem / At Large

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Mayor
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MELONY LEE, City Clerk
MIKE BAUER, IT Director

VICKEY CARTER JOHNSON
Councilmember District 2

ARTHUR L. DAY, JR.
Councilmember District 3

MEDIA RELEASE

January 5, 2021

City Telephone Service Outage

The City of Phenix City's phone system started experiencing line problems on Monday, January 4, 2021 around 4 p.m., Eastern Time. These issues were caused by unauthorized service changes performed by an employee at Windstream, the City's telephone service provider. This resulted in telephone service outages at all City facilities. We apologize if you were unable to get through to us or your call got disconnected.

Service was restored today (1/5/2021) around 3 p.m., Eastern Time. We are currently working with Windstream to investigate the unauthorized changes that were made to the City's account and ensure it does not happen again.

Thank you,

Mike Bauer
IT Director