



Hernando County Sheriff's Office

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Media Release

From: Denise M. Moloney
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Re: Recent Bright House Networks Phone Service Interruption/Outage

Date: April 23, 2015

Recently, the Hernando County Sheriff's Office became aware of a Recent Bright House Networks telephone service interruption/outage. The interruption/outage effected Bright House telephone customers in several counties throughout Central Florida, including Hernando County.

During the interruption/outage, customers who dialed 9-1-1 received a fast busy signal and were unable to contact emergency services from that particular telephone.

This problem only disrupted Bright House telephone lines. We, therefore, would like to recommend to Hernando County residents that if this situation should arise in the future, please try to reach emergency services (9-1-1) from a **cellular telephone**.

As always, be prepared to supply the operator with complete information:

- Location of the emergency – or incident (physical address)
- Telephone number – in case the call is disconnected
- Caller's name
- What is occurring
- Details of the event
- Answer the operator's questions to the best of your ability (**medical calls and high priority calls are dispatched almost immediately – operators continue to ask questions in order to better prepare first responders who arrive on scene**)
- Remain on the telephone if you can and if it is safe to do so.