



Telephone Service Outage – Thursday, 1/12/12

**If you had trouble reaching us by phone
this morning, please call again**

Between 8 and 9:30 this morning some of our offices experienced an intermittent statewide outage of telephone and voice mail service. This affected our statewide call center (877-501-2233) and some of our other toll-free numbers as the call center was down for short periods of time. This issue appears to have been resolved, and technicians continue to monitor to ensure the phone system remains stable. If you tried to reach us earlier and were unable to connect, please try again. All of our phone lines are now working and we are ready to respond to your calls.

New information about Telephone Service Outage

Updated – Friday, 1/13/12

The telephone lines are working; there is a possibility that message-waiting lights for voice mail messages may not accurately reflect the presence of voice mail. DSHS staff have been asked to check voice mail message frequently regardless of whether their message-waiting light is on.