

Name of Person Reporting: Austin Hansen

Company Name: Beresford Municipal Telephone Company

Contact Phone Number: 605-763-2500

After Hours Phone Number: 605-214-5813 (Personal Cell #) or 605-763-8725 (Company After Hours Voice Mail #)

Email of Person Reporting: austinh@beresfordtel.com

Outage Date: 04/17/2024

Outage Time: Approx. 8:00pm

Affected Areas: All of Beresford

Number of Affected Customers: 356

Types of Service Affected: 911

Estimated Restoration Date: 04/17/2024

Estimated Restoration Time: Approx. 10:40pm

Comments: Beresford connects to Union County for 911. Around 9:00pm an alert and social media messages were sent out stating 911 services were down. Beresford's 911 trunks never lost connectivity. Beresford was not the cause, nor did we have any control over the outage. At this point in time, I do not have any information on what caused the outage.