**Incident Report**

**April 27, 2021 Verizon Wireless Outage**

**Public Safety and Homeland Security Bureau, Federal Communications Commission**

**May 3, 2021**

On April 27, 2021, Verizon Wireless experienced an outage affecting its wireless customers in the southern region of California. The Federal Communications Commission’s Public Safety and Homeland Security Bureau (Bureau) is providing information about the outage below. The Bureau notes that this report is based on information compiled about the incident as of May 5, 2021.

**Start of the outage:** April 27, 2021 3:15 PM EDT.

**Duration of the outage:** 4 hours and 19 minutes.

**What was affected:** Nine mobile switching centers serving VoLTE users in Southern California. The CDMA network was not affected.

**Number of customers potentially affected:** Approximately 4.8 million potentially affected users and over 8.9 million calls were not completed (including both inbound and outbound calls and redial attempts). Verizon Wireless confirmed that this outage did not affect any 911 calls. All 911 calls were successfully completed over a different call path that was not affected by this outage. VZW notified Public Safety Answering Points (PSAPs) of the event out an abundance of caution.

**Cause and description of the outage:** A hardware failure in one of Verizon Wireless’s switches serving Southern California caused the outage. The hardware was toggling between an online and offline state which caused the connected circuit to work intermittently. Aside from the intermittent circuit causing intermittent call failures, it also caused latency issues for Verizon Wireless users in the area. Verizon Wireless estimates that approximately 40% of calls placed during the outage were unable to be completed.

**Restoration method:** Verizon Wireless powered down the faulty hardware and replaced it during the next maintenance window.

**Steps taken to prevent reoccurrence:** Verizon Wireless is still in the process of investigating this outage and working with its vendors to determine the cause of the hardware failure. Once the cause is determined, Verizon Wireless states that it will develop mitigation steps to prevent a reoccurrence.