UCA
UTAH COMMUNICATIONS AUTHORITY

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UCA NEWSLETTER 2025-003

Stakeholders,

This morning, around 1:03 AM MDT, one of UCA's network providers took a fiber optic connection between UCA's Region 20 radio cores offline for scheduled maintenance. As a result, the UCA network switched to its redundant connection to the radio core. Unfortunately, the secondary backhaul connection began to behave unpredictably, causing multiple connect and disconnect events for some PSAPs, Dispatch Centers, and RF Sites in Region 20, as well as parts of Region 10.

Between 1:03 AM and 1:53 AM, some Public Safety Answering Points (PSAPs) and Dispatch Centers in Region 20, as well as certain areas of Region 10, likely experienced intermittent Voice Network Interface Controller (VNIC) disconnect events, where radio talk group tiles would become gray. Although field radio users could still communicate with each other, they were sometimes unable to contact dispatch in the affected areas.

UCA and L3H's on-call staff immediately started working to identify and correct the issue. Around 1:40 AM, this instability led to the P25 Radio system switching to its backup radio network core for Region 20. Afterward, the system stabilized and has remained stable since.

The cause of the redundant link's connect/disconnect behavior is still unclear, and UCA is carefully investigating the issue. We can confirm the system is healthy, and this issue is a result of a backhaul issue.   Once we determine the root cause, we will write a follow-up report and outline what occurred and the corrective action that will be taken.

If you believe you are still experiencing issues related to this outage, please don't hesitate to contact the UCA 24/7 helpline at (801) 840-4216.

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