



5215 Wiley Post Way #550  
Salt Lake City, UT 84116  
Phone 801-840-4200  
[www.uca911.org](http://www.uca911.org)

---

April 2, 2025

**UCA NEWSLETTER 2025-004**

Stakeholders,

On Friday, February 28, we informed you of an outage that occurred early that morning, affecting some console and radio services in Regions 10 and 20. As a follow-up, UCA has identified the root cause of the issue as an incorrect setting in one of the redundant links, which led to the instability observed. This setting only became apparent after being loaded in a specific manner that had not been encountered before. UCA has since corrected the setting and tested the conditions that led to the issue, achieving positive results. We are confident that this adjustment has resolved the problem.

In our ongoing efforts to improve the reliability and uptime of the services we provide; we recognize the importance of learning from each outage and taking proactive measures. To this point, we will be conducting radio core rollover testing in each region annually. These planned rollovers will be communicated in advance to our stakeholders and will be scheduled to minimize the impact on the public safety agencies we serve.

If you have any remaining questions related to this outage, please contact me directly.

Tina Mathieu

[Tmathieu@uca911.org](mailto:Tmathieu@uca911.org) / 801-548-3551