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Subject: Homeland Towers hearing notation - please post to the record

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Hello,

Hope you are well.

I found it a good time to point out how cell phone carriers work when there is an issue with coverage in the case of an emergency. I understand a large talking point on the need for this tower is that it is unsafe to have coverage gaps. Today Verizon, the only carrier that has agreed to be placed on the prospective tower on Granite Springs Rd thus far, has had a major outage affecting hundreds of thousands of users.



Is Verizon down? View outage reports



Verizon is down

Verizon is experiencing issues. A significant number of users report issues with the website, apps, trouble placing/receiving calls, stalled mobile data, delayed SMS/MMS, and Fios/5G Home connectivity issues.

During these outages user experience severe issues using their cell phone service, most having no service at all.

The good news is that cell phones can always call emergency services (911) even with "no service," because they can connect to any available network, not just your providers. We have several towers around town on more appropriate land locations not directly next to homes, that will provide this signal. Newer phones also offer Emergency SOS via Satellite for truly off-grid situations, and Wi-Fi calling works if you have internet. Such an amazing feature that keeps residents safe and able to utilize emergency services at any time no matter the case.

Even old phones without active SIM cards can make emergency calls!

This is such a wonderful feature that is worth highlighting to dispel any concerns one might have about gaps in coverage (that don't exist per current maps from cell phone providers in the Granite Springs area). I feel terrible for all those relying on their cell phones when they have a provider that continues to suffer major outages. It seems cell phone service is unreliable regardless of how many towers they have. Luckily 911 will always connect as noted above.

Thank you for your time,
Corrine Simone
Walden Woods