



Press Release

For Immediate Release

ATEL Communications

858-646-4600

support@atelcommunications.com

Level 3 and Cox outages affect thousands of customers in San Diego, CA. and surrounding States

San Diego, CA. (April 13, 2016) Level 3 Communications, based in Broomfield, Colorado, provides Internet service via their Tier 1 network to Internet carriers across the U.S. The outage started about 9:00 AM Pacific Time and as of 11:48 AM PST it is still not resolved. This means we will currently see problems with a range of services in the United States that use the Level3 network.

The company hasn't offered much insight to the outages aside from a Tweet, but it appears the problems started around three hours ago.

Also affected by the outage is Cox Communications. They offer cable television, internet and home or business phone service. Cox Communications serves homes and businesses in Arizona, Arkansas, southern California, Connecticut, Florida, Georgia, Idaho, Iowa, Kansas, Louisiana, Massachusetts, Missouri, Nebraska, Nevada, North Carolina, Ohio, Oklahoma, Rhode Island and Virginia. The outage is also expected to affect thousands of customers across these states.

ATEL Customers who have created failover and Disaster Recovery options are not seeing the same disruption and in most cases will not even notice a difference. Any customer who wants to have this service installed on their network should call ATEL Communications at 858-646-4600.