Verizon’s ‘software issue’ has disconnected many wireless customers across the US

Verizon has confirmed to customers in stores and online that its network is having an issue on Saturday. Many people have been unable to connect and make or receive calls for hours, while DownDetector’s tracker peaked in the afternoon at around 3:30PM ET with more than 20,000 reports. Some customers report their service has continued to function throughout the day, so it’s unclear what the cause is exactly.

Downdetector’s outage map showed hotspots in many cities, and Verizon didn’t specifically list affected areas. On X, the @VerizonSupport account confirmed the issue in response to customers’ questions, but didn’t have additional details on restoration or how widespread it is.

Verizon’s Karen Schulz responded to our inquiry about the issue and confirmed the outage via email, saying,

> *We are aware of a software issue impacting wireless service for some customers. Our engineers are engaged and we are working quickly to identify and solve the issue. Please visit our Check Network Status page for updates on service in your area. We know how much people rely on Verizon and apologize for any inconvenience. We appreciate your patience.*

If there’s any additional information or the situation changes, we will update this post.

https://www.theverge.com/verizon/768450/verizon-is-down-outage-network-software-issue