

# Operational Update

## 10 AM Update

April 18, 2023 - Southwest has resumed operations after temporarily pausing flight activity this morning to work through data connection issues resulting from a firewall failure. Early this morning, a vendor-supplied firewall went down and connection to some operational data was unexpectedly lost. Southwest Teams worked quickly to minimize flight disruptions. We ask that travelers use [Southwest.com](https://www.southwest.com) to check flight status or visit a Southwest Airlines Customer Service Agent at the airport for assistance with travel needs. We appreciate the patience of our Customers and Employees during this morning's brief disruption.

## ABOUT SOUTHWEST AIRLINES CO.

[Southwest Airlines Co.](https://www.southwest.com) operates one of the world's most admired and awarded airlines, offering its one-of-a-kind value and Hospitality at 119 airports across 12 countries. Southwest took flight in 1971 to democratize the sky through friendly, reliable, and low-cost air travel and now carries more air travelers flying nonstop within the United States than any other airline(fn. 1). By empowering its more than 73,000(fn. 2) People to deliver unparalleled Hospitality, the maverick airline cherishes a passionate loyalty among more than 134 million Customers carried in 2025. Southwest leverages a unique legacy and mission to serve communities around the world including harnessing the power of its People and Purpose to put communities at the Heart of its success. Learn more by visiting [Southwest.com/citizenship](https://www.southwest.com/citizenship).

1. Based on U.S. Dept. of Transportation quarterly Airline Origin & Destination Survey as of Q4 2025
2. Fulltime-equivalent active Employees as of March 31, 2026

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