



PublicService Commission <psc@utah.gov>

Ongoing Maintenance Notification

1 message

Melissa Scott <msscott@unionwireless.com>
To: "psc@utah.gov" <psc@utah.gov>
Cc: Michael Nelson <mnelson@unionwireless.com>

Tue, Oct 27, 2020 at 2:24 PM

Please be advised that Union Telephone Company will be transitioning its customers from a Digital Multiplex System (DMS) switch to Metaswitch software beginning November 3rd 12.P.M. Mountain Standard Time. We anticipate this maintenance to take about 8 weeks of various maintenance windows to complete. We anticipate that Customers will experience an approximate 15-minute voice and data outage when this transition occurs. The outage will affect all landline customers in Union's local exchange areas with 48 customers affected at one time. We have notified our customers consistent with state and federal reporting obligations. Please do not hesitate to contact with questions.

Thanks,

Mike Nelson

NOC Manager

Union Telephone Company

Cell Phone: 307-747-8978

Desk Phone:307-782-4284

mnelson@unionwireless.com

Melissa Scott

Union Wireless

Network Operations Center Administrative Assistant

Phone: 1-307-782-4037

E-mail: msscott@Unionwireless.com