



Telecommunications Bulletin

Customer Service Center (CSC)

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Alert Notification – Springfield and Chicago Centrex Voicemail Systems

Date: Saturday, August 25, 2012
Time: 7:30 AM - 3:00 PM
Activity: Additional Upgrade to Springfield & Chicago Centrex Voicemail Systems

A Firmware upgrade will be performed on the Springfield and Chicago Voicemail systems on Saturday, August 25, 2012. This maintenance will impact voicemail service to all Centrex users in the Springfield area code of 217 with a prefix of 524, 557, 558, 782, 785, or 786, and for Chicago users with an area code/prefix of 312/793 and 312/814.

The maintenance window runs between 7:00 a.m. and 3:00 p.m., during which time phones will be available for use, but the voicemail system will be unavailable to internal users and external callers.

Please alert your affected staff to the planned outage. Thank you for your consideration and cooperation during this time.