

# HWS Information Technology Services Bulletin

**Number:** 2011-11

**Date:** March 28, 2011

**Title:** Planned Internet & Telephone Outage

**Description:**

The Colleges' Internet and telephone service provider (Time Warner Telecom) will perform maintenance on core regional infrastructure that runs between Geneva and Rochester. This maintenance will cause disruption to Internet and telephone services, with the potential for extended outages of Internet and telephone access to and from the HWS campus. All HWS users should plan accordingly.

Note: This maintenance will not affect users that attempt to access the HWS network from on campus to use services like Blackboard, Network File Servers, PeopleSoft, PowerFAIDS, Email, HWS web sites, CBORD Housing, Network Printers & MFDs, and Raiser's Edge. The intra-campus telephone system will work during this time and email messages will be queued and delivered once connectivity is restored.

**Estimated time impacted:** Wednesday, March 30, 2011 between 1:00 AM and 4:00 AM.

**Contact:** If you have any questions or concerns, please contact IT Services at [helpdesk@hws.edu](mailto:helpdesk@hws.edu) or call 315-781-HELP.

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**Type:**  
Scheduled

**Category:**  
Alert

**Distribution:**  
HWS Network Accounts