

# HWS Information Technology Services Bulletin

**Number:** 2012-06

**Date:** January 24, 2012

**Title:** Planned Internet & Telephone Outage

**Description:**

The Colleges' Internet and telephone service provider (Time Warner Telecom) will perform maintenance on their equipment. This maintenance will cause a ten to twenty minute disruption to Internet and telephone services.

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:** Friday, January 27, 2012 between midnight - 6 a.m. Eastern Standard Time

**Contact:** Current information about this bulletin may be found at <http://www.hws.edu/itservices/bulletins.aspx>. 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:**

Maintenance

**Distribution:**

[hwsnetworkaccounts@hws.edu](mailto:hwsnetworkaccounts@hws.edu)