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 J. R. Simpson, II, County & Tax Attorney

BURKE COUNTY

To: Bryan Steen, County Manager
CC: Burke County Department Heads.
From: Steve Bennett, IT Director
Date: 7/20/2015
Re: Interruption of Telephone Service for Maintenance

Mr. Manger,

We will be switching phone service on Thursday, July 23rd beginning around 2pm. We will be switching from Windstream to AT&T. During this time, employees will still be able to make outgoing calls. However, while the phone numbers are switching providers, the public may run into issues reaching certain departments until after the migration has been completed. The outage is estimated to last approximately, 3 hours. 911 communications will not be effected during the transition. Departments/locations affected are listed below.

Locations	Departments
200 Avery Ave.	County Administrative Offices Emergency Management/Fire Marshall's Office EMS Finance Human Resources
110 N. Green Street	Community Development General Services Health Department - Environment Health Information Technology Tax Office
204 S. King Street	Library – Morganton Office
150 Government Drive	Sheriff's Office Burke Catawba Detention Facility
2128 S Sterling St	Board of Elections Burke Development, Inc. Recreations Department
700 East Parker Road	Health Department Social Services