

## **Intermittent issues with incoming telephone service**

4/17/15

Please be advised that Alfred University is currently experiencing intermittent issues with our telephone service that may cause callers to get messages to the effect of “The number you have reached is no longer in service or has been disconnected” when attempting to call into an AU office telephone.

If you experience such an issue, please send the following information to our Information Technology Office at [auphone@alfred.edu](mailto:auphone@alfred.edu):

- Approximate date/time of the attempted call(s).
- Phone number from which you are calling.
- Phone number you attempted to call on campus.
- The message you received and whether you were able to complete the call if retried.

Until the problems are resolved, please email the [appropriate office](#) if you have questions, comments or concerns. Someone will respond to you as quickly as possible.