Customer Notice

March 25, 2020

OpenMarket Announces: Verizon Provisioning Freeze

Dear OpenMarket Customer:

Verizon has announced a Provisioning Freeze effective immediately

In an effort to limit potential impact during the COVID-19 Declaration of National Emergency Verizon has implemented a network freeze on the addition of new US short codes.

New Short Code Provisioning will only be done on codes that are related to COVID-19 or business critical operations. At this time Verizon has not issued an end date for this freeze.

New Short Code Provisioning will only be done on codes that are somehow related to COVID-19.
Examples include, but not limited to:

- Internal employee communications
- News/updates on the virus
- SMS campaigns to assist specific market segments affected
    - Universities; airlines; travel agencies; health organizations
- Information – i.e. testing locations
- Education assistance

Please contact your Account Manager with any questions.

Sincerely,

OpenMarket

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