



Customer Notice

March 18, 2020

OpenMarket Announces: AT&T Network Provisioning Freeze

Dear OpenMarket Customer:

AT&T has announced a New Network Provisioning Freeze effective immediately through 4/16/2020.

Network Provisioning Freeze until 4/16 - In an effort to limit potential impact during the COVID-19 Declaration of National Emergency, AT&T has decided to implement a network restriction for any planned change activity that could impact FirstNet, 911, or E911 network reliability. As such, we are now in a network freeze for new Short Codes until 4/16 (subject to change) where limited activities will be permitted.

Allowed Activities:

- Migration of Short codes
- Changes/Updates to existing campaigns on already live short codes
- Adding MMS to an existing Short Code
- Adding a new campaign to an existing Short Code

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,

The OpenMarket Team

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