



Customer Notice

March 25, 2020

Verizon Provisioning Freeze announcement

Dear customer:

Verizon has announced a network 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 non-essential US short codes.

Only short codes that are related to COVID-19, or business-critical operations, will be provisioned. Verizon has not yet issued an end date for this freeze.

Examples of short codes that can be provisioned include, but are not limited to:

- Internal employee communications
- News/updates on the virus
- SMS campaigns to assist specific market segments affected (such as universities, airlines, travel agencies, and health organizations)
- Information (for example, testing locations)
- Education assistance

Please contact your account manager with any questions.

Sincerely,

The OpenMarket Team

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