

# Important Network Updates by Upstream Provider 3ROX to take place December 19

December 21, 2023



## UPDATE

3ROX has completed all maintenance as of 7:15 PM 12/20/2023. Network operations have now returned to their normal state.

**Starting at 6:00 AM on December 19**, you may experience suboptimal network performance to the Internet and Internet2 due to an infrastructure upgrade by our upstream provider, Three Rivers Optical Exchange, with a scheduled maintenance window of up to 36 hours. This may have an impact on services provided by WVNET. We recommend rescheduling any significant tasks that are reliant on uninterrupted internet connectivity during this period.

For any specific outages experienced, please contact the WVNET Help Desk at 304.293.5192 or email us at [helpdesk@staff.wvnet.edu](mailto:helpdesk@staff.wvnet.edu). Reporting outages will facilitate tracking and communication with our provider to ensure a swift resolution.

We understand the impact this may have on your work, and we appreciate your patience during this upgrade. We will provide addition updates once the upgrade has been completed.