FTC began performing scheduled network maintenance during the early morning hours of March 20, between 12:00 AM – 5:00 AM. While we did not expect impact during this maintenance, any change to a live service environment may have unexpected results, as was the case last night. Internet services did experience longer than expected intermittent interruptions. Therefore updates have been made to the previous scheduled network maintenance notification. Below are those updates:

**March 22** between the hours of 12:00 AM – 5:00 AM. Intermittent service interruptions are expected.

**March 23 and 24** between the hours of 12:00 AM – 6:00 AM. Intermittent service interruptions are expected.

**March 25** between the hours of 12:00 AM – 8:00 AM. Intermittent service interruptions are expected.

**March 26-28** between the hours of 12:00 AM – 6:00 AM. Intermittent service interruptions are expected.

This scheduled maintenance is critical in addressing urgent software/equipment updates that are essential to our network. After this series of scheduled network updates, future maintenance updates are expected to have minimal impact on our customers.

In the event that services are not working as normal after the scheduled network maintenance is complete, performing a reboot to equipment will likely resolve any connection issues. Please try the following processes before calling in to report a trouble:
REBOOT SET TOP BOX
1. Locate the power cord and unplug it from its power source for about 30 seconds and plug it back in.
2. Allow enough time for the set top box to power cycle and go through the startup process and check to make sure you are receiving video signal.

REBOOT SMART RG WIFI ROUTER
1. Shut down the device you are using to connect to the Internet (e.g., a computer, laptop, smartphone, tablet, etc.)
2. Unplug your wireless gateway, modem or router from the electrical outlet and leave it unplugged for at least 10 seconds.
3. Plug it back into the electrical outlet and wait 30 seconds.
4. Turn your computer (or other device) back on and try reconnecting to the WiFi connection.

CLEAR TROUBLE ON SECURITY SYSTEM
If FTC is your security system provider, refer to the instructions below that are specific to your security system model:

LYNX Touch L5210
1. Press CLEAR
2. Enter 4-digit user code

LYNX Touch L5200
1. Press CLEAR
2. Enter 4-digit user code

ADEMCO VISTA 21IP
1. Enter 4-digit user code
2. Press OFF
3. Re-enter 4-digit user code
4. Press OFF again

ADEMCO VISTA 20
1. Enter 4-digit user code
2. Press OFF
3. Re-enter 4-digit user code
4. Press OFF again

Technical Support | 866.698.0926

Our Network Management Team has worked to devise the most efficient process possible in order to limit any service interruption. Minimizing impact to our customers is of key importance to us.

We appreciate your patience and understanding as we perform these highly important updates to our network infrastructure.