

To: FRRS Board of Directors
From: Paul Finnegan, Signal Department
Re: Terminating Copper Telecom at the Museum
Date: February 26, 2025

At the February 2025 FRRS Board meeting, the board decided to discontinue the copper telephone service (4 lines) at the museum. The FRRS was using AT&T for the landline service for the main museum number. It was using Telplex for the landline service for the other three lines. Telplex provided long-distance service for all four lines.

Telplex Service Terminated

In support of the conversion of our phone service to Visible by Verizon, on 2/25/25, I contacted Telplex customer support to confirm the Telplex billing had properly been updated.

- 1) The long distance service on 530-832-4131 (Museum Store) has been cancelled and the number has been transferred out, as expected
- 2) The copper service and long distance on 530-832-4532 (RAL) has been cancelled and the number has been transferred out, as expected.
- 3) The remaining two lines (530-832-1854 and 530-832-4130) with copper service and long distance were still active.

I went ahead and cancelled all service on the two numbers that were still active.

We should receive one more bill from them.

AT&T Service

On February 27, 2025, I logged into the FRRS AT&T account to check the status of the account. The account indicated that all service had been cancelled. However, it appeared that we had not paid the January 2025 bill.

The AT&T account showed a balance due of \$209.72 from last month's bill. It also showed a charge of \$115.90 for the Feb 1, 2025 to Feb 17, 2025 billing period and that it was the FINAL BILL.

I passed on the information about the missed payment and the current billing to Susan Scarlet's office, Greg Elems and Eugene Vicknair.