

No. 459/19

29<sup>th</sup> July 2019

To: All Branches

Dear Colleagues,

## **CWU Headquarters – Telephone System**

We write to inform you that we are aware that all telephone lines at CWU Headquarters are currently down. Accordingly Branches have not been able to make (landline) phone contact with CWU HQs. We understand that those trying to make such contact are met with the "line engaged" tone.

Our IT department has been in discussion with Openreach since Friday and we have been informed that the fault, at their end, has now been escalated to a more senior level within their organisation as it continues to be unresolved.

It had been indicated that all phone lines would be operating by this morning, but unfortunately it is proving to be more difficult than anticipated.

Openreach has informed us that they believe all lines will be operating again at some point today.

We ask Branches to bear with us whilst we wait for our service provider to resolve this problem.

In the meantime the email system remains operational and Branches can contact CWU HQ through this avenue.

Yours sincerely,



**Tony Kearns**  
Senior Deputy General Secretary