

THE MEMBER OUTREACH

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One Ticket, One Team

MISS DIG 811 Standard Maintenance Window

The ongoing maintenance and updating of MISS DIG 811 operations software and systems is required to ensure new functions and features, security updates, and optimal performance.

To minimize the impact of such events on system availability, MISS DIG 811 has defined a standard maintenance window, which has been established for a traditionally low system activity and volume timeframe. **The standard maintenance window has been defined as Thursday morning from 12am to 4am.** In most instances, the window will not be used on a weekly basis. When the maintenance window is used, it is anticipated that the window's full duration will not be needed. However, the maintenance window/time is being set aside in the event there is a need. Planned utilization of a standard maintenance window will be communicated in advance in accordance with internal MISS DIG 811 policy.

Please contact the Member Services Department at membersupport@missdig811.org or (800) 482-7161 with any questions.



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