



## ***Important changes coming Saturday Oct 1<sup>st</sup> for Conference Central Audio Bridge Users***

The underlying provider of TPx 's Conference Central service is unexpectedly exiting the business this Friday, September 30th. This unforeseen departure means TPx must make an immediate change to provide service continuity to our Conference Central Audio Bridge users.

**On Saturday October 1<sup>st</sup> the backend platform for TPx's Conference Central is changing to LoopUp.**

TPx and LoopUp are making this transition as seamless as possible for you.

Please be aware of the transition and **monitor your email this Saturday October 1<sup>st</sup> for an introductory email from LoopUp**. It will contain any changes, if necessary, to your dial-in and conference credentials.

Upon receipt of the email from LoopUp please update any internal materials, instructions, recurring meeting invitations, etc. and begin using the credentials provided.

In most cases we were able to preserve the same conference bridge credentials as you had previously. In some cases, however, we had no choice but to update your moderator and participant PIN. Please be sure to read the welcome letter from LoopUp closely when you receive it. Your Conference Central audio bridge on LoopUp has a max of 150 meeting participants.

This only impacts the **Conference Central** audio bridge. If you have additional types of conferencing service from TPx such as UCx with Webex or MeetMe conferencing those remain unchanged. We apologize for any inconvenience, and we thank you for your business.

Sincerely,

Your TPx Team