UCx voicemail to email delivered as .mp3 after 11-18-22

TPx performed UCx maintenance the evening of 11-18-22 changing the file format from .wav to .mp3 for voicemails delivered as attachments to email addresses. The .mp3 file format is more universally playable on devices such as Android and iOS.

All customers receiving voicemail messages in email attachments are encouraged to work with their IT staff to ensure any applied email filters will accept the .mp3 file. If customers are filtering inbound attachments, they must ensure that a .mp3 attachment will not be filtered. Failure to do so may result in the attachment being stripped from the message. Existing email with voicemail message attachments will not be affected. Only new voicemail messages attached in email will have the .mp3 format.

This is a courtesy notification to inform customers of maintenance activity that may impact TPx services. For questions regarding this event, please contact the Change Management department via email at ChangeManagement@TPx.com. Customers who experience issues that have not been noted in this notification, should contact the TPx Reliability & Repair Operations Center at 1-888-777-5802.

Customer notifications sent: 11-11-22
Subject: TPx Communications Maintenance Notification - MOP 59137
From: TPx Maintenance
Ticket ID: MOP 59137
Start Time: 11/18/22 10:00 PM ET
Stop Time: 11/19/22 5:00 AM ET