

*****State of Vermont Phone System Voicemail /Auto Attendant Outage 7/15/2024 *****

We are currently experiencing an outage with the CISCO VoIP Voicemail platform, making it inaccessible. This issue also affects the Auto Attendants, which are automated systems that handle and direct incoming calls to the appropriate extensions. If you are not using the Cisco VoIP systems, you won't be affected by this outage.

Our Service Desk is collaborating with our vendor to resolve this priority 1 issue as quickly as possible.

Thank you for your patience and understanding as our digital services team addresses this issue. Please know your calls are important to us and if you are unable to get through on your initial call, please try again as our staff may be on the line with another caller.

You can also submit a complaint to our department through our website:

Consumer Assistance Email Contact – PSD.Consumer@Vermont.gov

[Consumer Complaint Form](#)

[Vermont Department of Public Service Website](#)