



## **Downtime Alert SUNFTP1, SUNFTP2 - FTP/AS2 RediLink Production Systems**

Blue Cross and Blue Shield of New Mexico will be performing a scheduled maintenance/upgrade to our network as part of our efforts to continually improve access and reliable production environment.

The SUNFTP1/2 RediLink Production Systems will be unavailable as this will require a shutdown of these systems. This upgrade will affect all FTP and AS2 customers. Dialup customers should not be affected. The upgrade is scheduled for November 7, 2009 at 10:00 p.m. MST to November 8, 2009, at 12:00 p.m. MST.

If you experience problems submitting files to [ftp.hcsc.net](http://ftp.hcsc.net) during this period, it may be due to this upgrade.

Please call the E-Commerce Center at 800-746-4614 if you require further assistance in this matter. We apologize for any inconvenience this may cause.