



QTSO MEMORANDUM

MEMO

NUMBER: 2024-019

TO: QIES State Coordinators

CC: CMS Central and Regional Office Contacts

FROM: Wilson Banga, CMS

DATE: MAY 17, 2024

SUBJECT: SCHEDULED VERIZON MAINTENANCE DOWNTIME: IMPORTANT SERVICE DATES

CMS OIT/Verizon will be conducting emergency maintenance on the CMS QIES Firewalls. The upgrades will be performed in Fourteen (14) phases as shown in the table below:

Typical service interruption duration: 15 mins

All times 9PM Local Time

*See Phase 10 **exception** for AK, HI

<p>Phase 1: Time: 9 PM Local Time Date: 05/20/2024 States: CT, DC, DE, FL, GA</p>	<p>Phase 2: Time: 9 PM Local Time Date: 05/21/2024 States: IN, KY, MA, MD, MI, MO</p>	<p>Phase 3: Time: 9 PM Local Time Date: 05/22/2024 States: NC, NH, NJ, NY, OH, PA</p>	<p>Phase 4: Time: 9 PM Local Time Date: 05/23/2024 States: PR, RI, DC, SC, VA, FL</p>
<p>Phase 5: Time: 9 PM Local Time Date: 05/28/2024 States: GA, FL, WV, MD, IA, LA, AL</p>	<p>Phase 6: Time: 9 PM Local Time Date: 05/29/2024 States: AR, GA, IA, KS, MN, MS</p>	<p>Phase 7: Time: 9 PM Local Time Date: 05/30/2024 States: ND, NE, OK, SD, TN, TX, WI</p>	<p>Phase 8: Time: 9 PM Local Time Date: 06/3/2024 States: AZ, CO, ID, MT, WY, NM, UT</p>
<p>Phase 9: Time: 9 PM Local Time Date: 06/4/2024 States: CA, NV, OR, WA</p>	<p>Phase 10: Time: 11PM HA ST, AK ST Date: 06/5/2024 States: HI, AK</p>	<p>Phase 11: Time: 9 PM Local Time Date: 06/6/2024 States: CA, WA</p>	<p>Phase 12: Time: 9 PM Local Time Date: 06/10/2024 States: GA, VA</p>
	<p>Phase 13: Time: 9 PM Local Time Date: 06/11/2024 States: VA</p>	<p>Phase 14: Time: 9 PM Local Time Date: 06/12/2024 States: WA</p>	

During this time, local connectivity to the ASPEN suite nor any QIES applications will be available.

This memo will be posted to:

[State Agency Memos | QIES Technical Support Office \(cms.gov\)](#)

If you have any questions concerning this information, please contact the QTSO Help Desk at qies@cms.hhs.gov or 1 (888) 477-7876