

Bristol Town Administrator

From: Jill Marsano <jill@vtums.com>
Sent: Monday, September 19, 2022 12:53 PM
To: johnk@123mc.com
Cc: Bristol Town Administrator; Cyrus Marsano; Jon McKinstry
Subject: Re: Mission Communications Ticket #199044 has been updated

All,

The address remains the same at 1 South Street.

Please call me to discuss the radio models. Jill Marsano 802-922-1102

I believe we want Option 1, multi carrier radios but need more detail on this option vs the other options.

Jon McKinstry, on our VTUMS team, has been performing the radio install upgrades at the Bolton Valley facilities that we also run. We will plan to have him install this/these radios in Bristol as well with the assistance of your Mission phone support.

Thanks,

Jill Marsano
Owner/President
VTUMS Vermont Utility Management Services, LLC

[Please leave us a Google Review!](#)



From: Notify@123mc.com <Notify@123mc.com> on behalf of johnk@123mc.com <johnk@123mc.com>
Sent: Monday, September 19, 2022 12:46 PM
To: Jill Marsano <jill@vtums.com>
Subject: Mission Communications Ticket #199044 has been updated

Ticket #199044 Updated	
Status :	Assigned
Severity :	High
Ticket Title :	2021 Upgrade information >> 1 Site
Customer :	Bristol VT, Town of
Device:	
Updated By :	Paul Nappo
Updated Date :	Sep 19 2022 12:46 PM EDT

Current Note :	Additional Note Added by Paul Nappo Sep 19 2022 12:46PM
	John, this customer site needs an LTE radio upgrade. Ticket 173414 has an address 1 South St., Bristol, VT 05443 that Jill confirmed back in 2020 but we should make sure nothing has changed. John, please follow up and see who will install this upgrade radio when shipped.
Previous Events:	Assigned by Chris Roche Dec 7 2021 4:15PM
	Assigned to John Kovach; Email Sent to: jon@champlinassociates.com,richardl@123mc.com; Email Sent to: jill@vtums.com
	Created by Chris Roche Dec 7 2021 4:15PM
	<p>Hello, because of the planned 3G radio technology phase out, Mission Communications is encouraging our customers with older 3G radios to upgrade to the latest LTE technology . You have a few options regarding the upgrade . -----Option 1 is to upgrade your units to the latest MyDro units. We believe this is the best option based on the many benefits that are stated in the MyDro Upgrade document that we are emailing to you in a separate email. The MyDro upgrade will have the RMDT1 multi-carrier radio that can switch automatically to the best carrier in order to stay online if the current carrier experiences an issue. We are also sending the MyDro upgrade manual that illustrates how easy it is to upgrade any legacy unit to MyDro. This radio is only available for the MyDro series. If you would like to upgrade to the MyDro, contact sales@123mc.com for a quote that will include our current special pricing discounts. If you have questions or need additional information about the MyDro, you can contact your local distributor or regional sales manager. -----Option 2 You can order replacement radios at \$250 each to be installed in the units that need the upgraded radio. Note that these will be single carrier radios and will not allow the unit to switch between carriers if there is an issue. -----Option 3, after 2/22/2022 when radios go offline because of the 3G shutdown, you can receive a free radio under our Technology Obsolescence guarantee. To ship the upgrades based on the option you choose we will need to confirm the contact name and shipping address . Each upgrade will be packaged for a specific Mission RTU and will be labeled with the site information The RTU Upgrade Options Document and MyDro Upgrade manual has been sent by a second email. Please call or email to confirm your option preference and the contact and shipping address information. If you have questions you can call or email your local distributor or us here at Mission.</p>