



TENANT INFORMATION ADVISORY

Retention: September 25, 2020

September 8, 2020

20-053

MAA TELEPHONE SYSTEM OUTAGE

There will be a telephone outage at all MAA office and Terminal locations on Thursday, September 10, 2020 beginning at 4:00 a.m. and lasting for approximately one hour for system maintenance.

Impact: All MAA phones including courtesy phones, garage emergency phones, and elevator phones will go out of service. FAA phones will also be out of service. Tenant phone service **will not** be impacted.

The **Crash** and **Alert** systems **will be fully operational** during this outage. The following numbers should be used during the phone outage:

Fire/Police Emergencies:	9-1-1
Consolidated Dispatch Center:	410-859-8661 and 410-859-8664 (non-emergency)
FAA:	410-850-0970 and 410-859-1519
Airport Operations:	410-684-2096 and 410-859-2097
Maintenance:	410-850-4885

MAA operational staff will use radios for communications during this period to maintain operations. The Office of Technology will coordinate the phone outage with FAA, BWI Dispatch, Airport Operations, and Maintenance.

The backup date is Friday, September 11, 2020 if work cannot be completed on September 10.

If you have any questions prior to the outage, please contact Michael Chagnon, Administrator for Passenger Communications, at mchagnon3@bwiairport.com or at 410-859-7457. During the outage, he may be contacted at 443-617-0639.

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John A. Stewart, Director
Office of Airport Operations

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