



Jackson County REMC

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April 20, 2022

Dear Member,

Jackson County REMC experienced an internet outage during a maintenance window on April 19, 2022, that lasted from 8:00 am to 3:00 pm. We know how essential internet service is to those of you working remotely, attending school, or conducting other business. Therefore, we understand that interruptions in service are frustrating.

We apologize and want you to know we are taking steps to make our network as safe, secure, reliable and fast as possible to avoid such issues in the future while meeting unprecedented demand for our service. Our goal is to provide you, our members, internet service that is second to none.

Thank you for your continued patience during this process and thank you for being a Jackson County REMC member.

Sincerely,

Mark McKinney

Mark McKinney
CEO/President
Jackson County REMC

Ben Conner

Ben Conner
Vice President of Information Technology
Jackson County REMC

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