

Group Customer



GRS Access is back online

This past weekend, a routine system upgrade caused a service disruption to [GRS Access](#). GRS Access is now active again. You can now use the site to access your plan or get information. Thank you for your patience.

The incident happened during a scheduled upgrade around 11 p.m. ET on Friday, June 22. There was no unauthorized access to any customer or business data as part of this disruption.

If you made a financial interaction before the outage, it's been processed. If you called Access Line for support and requested a change, that change was made.

If you would like to speak to someone about your plan, you can call us Monday to Friday from 8 a.m. to 8 p.m. ET at 1-800-724-3402.

Thank you again for your patience.