

Vortex Grid Mobile Message Export

Maintenance Window SMS Export

Record ID: SMS-001

Conversation participants: Priya Raman, Release Operations; Samir Shah, North Region Field Lead; Leila Grant, Field Services

Display timezone: Pacific Daylight Time (UTC-07:00)

[2026-06-16 06:42 PDT] Priya -> Samir: Morning - still good for North Harbor tomorrow? 14:00-15:00 UTC.	
	[2026-06-16 06:43 PDT] Samir -> Priya: Yep. My invite says 07:00 here. Cruel but legal [nervous smile]
[2026-06-16 06:44 PDT] Priya -> Samir: Afraid so. I put both times in, but UTC is the one to follow.	
	[2026-06-16 06:46 PDT] Samir -> Leila: I'm on duty for CHG-2026-204. Can you make sure the handoff has my full name?
[2026-06-16 06:48 PDT] Leila -> Samir: Already does. Please click Accept too-I don't trust a text thread as my attendee list.	
	[2026-06-16 06:50 PDT] Samir -> Leila: Done. Accepted, 14:00 UTC.
[2026-06-16 06:53 PDT] Priya -> Samir: New sheet says expect recovery in 5 min; roll back at 10 if a gateway's still unhealthy.	
	[2026-06-16 06:55 PDT] Samir -> Priya: Seeing both. I'll photograph the sheet with the cabinet inventory.
[2026-06-16 06:57 PDT] Leila -> Priya: Thank you. The old release sheet had a different recovery number, remember.	
	[2026-06-16 06:59 PDT] Priya -> Leila: I remember. This one's the follow-up check, not a rerun of May.
[2026-06-16 07:05 PDT] Samir -> Priya: Hold up-Nico read "14:00" as Pacific. Honestly I almost did too.	
	[2026-06-16 07:06 PDT] Priya -> Samir: My fault for leading with it. 14:00 Pacific 14:00 UTC, which is 07:00 Pacific. I'll lead with the UTC from now on.
[2026-06-16 07:07 PDT] Samir -> Leila: Caught him before he left. Shift log now says 07:00 local / 14:00 UTC.	
	[2026-06-16 07:09 PDT] Leila -> Samir: Good catch. Leave the first text there, please; the correction makes more sense beside it.
[2026-06-16 07:14 PDT] Priya -> Samir: Customer-impact box should still say "verification only." Unless you actually see impact.	
	[2026-06-16 07:16 PDT] Samir -> Priya: Got it. I'll write what the lights/data do, not improvise a why.
[2026-06-16 07:19 PDT] Leila -> Samir: And if one is unhealthy at 10 min, stop before group two and call Service Assurance.	
	[2026-06-16 07:22 PDT] Samir -> Leila: Yep. CHG-2026-204 on the call. The May incident number is only in the background box.
[2026-06-16 07:28 PDT] Priya -> Samir: Right-IR-2026-017 is the old review. Tomorrow's authority is the signed CHG.	
	[2026-06-16 08:11 PDT] Leila -> Samir: Sorry, school run. Ping us at the UTC end even if it's boring and all green, pls.
[2026-06-16 08:13 PDT] Samir -> Leila: [thumbs up] Time, name, anything weird. Hopefully a very short text.	
	[2026-06-16 08:14 PDT] Priya -> Samir: Last nag: none of this is the go button. Use the approved change record.
[2026-06-16 09:47 PDT] Samir -> Priya: Back at a desk. I left our little timezone adventure in the log and labelled it schedule correction, because that's what it was.	
	[2026-06-16 09:48 PDT] Leila -> Samir: Perfect. Don't tidy it away later.
[2026-06-16 12:30 PDT] Priya -> Samir and Leila: Nothing else from me. Same window, Samir on point. Thanks both [thumbs up]	
	[2026-06-16 12:32 PDT] Samir -> Priya and Leila: Alarm set. Muting this thread until a humane hour.