



## Upcoming Events & Call Center Closures

Monday May 31st	<b><u>Memorial Day</u></b> In observance of Memorial Day, the MSPRC call center will be closed. The call center will reopen on Tuesday June 1, 2010.
Friday June 18th	<b><u>Call Center Closure</u></b> In order to provide better customer service with regards to written correspondence, the MSPRC call center will be closed on Friday, June 18, 2010.
Monday July 5th	<b><u>Independence Day</u></b> In observance of Independence Day, the MSPRC call center will be closed. The call center will reopen on Tuesday July 6th, 2010.
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Thursday September 2 <sup>nd</sup> & Friday September 3 <sup>rd</sup>	<b><u>Training</u></b> In an effort to enhance customer service, the MSPRC call center will be closed for training from 2:00pm to 4:00pm Eastern Standard Time on Thursday September 2nd and Friday September 3rd. We will reopen at 4:00pm Eastern Time each day to assist you with your case. We apologize for any inconvenience this may cause.
Monday September 6th	<b><u>Labor Day</u></b> In observance of Labor Day, the MSPRC call center will be closed. The call center will reopen on Tuesday September 7, 2010 at 8:00 am EST.
Monday October 11th	<b><u>Columbus Day</u></b> In observance of Columbus day, the call center will be closed. The call center will reopen October 12, 2010 at 8:00 am EST.
Thursday November 11 <sup>th</sup>	<b><u>Veterans Day</u></b> In observance of Veteran's day, the call center will be closed. The call center will reopen November 12th at 8:00 am EST.
Thursday November 25th & Friday November 26th	<b><u>Thanksgiving Holiday</u></b> In observance of Thanksgiving Holiday the MSPRC call center will be closed on Thursday November 25th and 26th. The call center will reopen November 29, 2010 at 8:00 am EST.
Friday December 24th & Monday December 27th	<b><u>Christmas Holiday</u></b> In observance of Holiday the MSPRC call center will be closed on Friday December 24th and Monday December 27th. The call center will reopen December 28th at 8:00 am EST.

*Training dates are subject to change as needed. Please check back for updates*