



Dave Yost • Auditor of State

TO: UAN Clients
FROM: UAN Support
DATE: February 24, 2012
SUBJECT: ROVA Dial Up Internet Service and Email Account

We regret to inform you effective immediately the ROVA internet dial up service and the email account (e.g. 0000@m.uan.auditor.state.oh.us) provided by our office has been discontinued by the service provider. No notification was provided that informed us that the service provider was discontinuing their dial up and email account services. We only learned of the cancellation after investigating reports from our clients of problems accessing the internet through ROVA. We apologize for not being able to provide you with ample notification and the inconvenience this has caused.

The CIO of the Auditor of State and the Director of UAN are working with the service provider to attempt to restore service immediately.

UAN has already begun to search for another vendor that provides similar services at a comparable price. At this time we are not certain if this can be accomplished in a timeframe that will satisfy your urgent needs.

- If your local government relies on the ROVA as its only source to the internet, we are recommending that your local government subscribe to its own internet service provider. Our office cannot reimburse your local government for the cost incurred.
- If your ROVA email account is the only email account you are receiving correspondence from UAN, we ask that you please obtain another email account. There are several vendors that provide free email accounts e.g. Hotmail, Gmail....etc. Any time that you obtain a new email address, we ask that you please update your entity's profile information through the UANLink's Profile Login.

Unfortunately, updating you on this situation is only possible through the US Mail. UAN will provide an update to you as soon as we can.