



**To:** Carter BloodCare Customers  
**From:** Hospital Relations  
**Date:** September 10, 2024  
**Re:** Phone and Connectivity Interruption

**Update:** Carter BloodCare's network connectivity has been restored, but our network provider is still completing repairs. There may still be instances where connectivity is lost during this time. Please continue to use the emergency phone and fax numbers if you experience any issues connecting to the appropriate department.

Carter BloodCare's network provider is currently experiencing an issue that is affecting connectivity. Phone lines and internet connection has been disrupted. The provider currently does not have an estimated time for services to be restored. iWeBB is unavailable during this outage.

Please place orders using the emergency phone and fax lines until connectivity has been restored.

<b>North Texas Distribution/ Hospital Services</b>	
Emergency Phone	817-685-1244 or 817-684-7393
Emergency Fax	817-283-1030

<b>Immunohematology Reference Laboratory</b>	
Emergency Phone	817-685-1242 or 817-684-7391
Emergency Fax	817-283-1065

<b>Central Texas Distribution/Hospital Services</b>	
Emergency Phone	254-399-0956
Emergency Fax	254-741-1768

<b>East Texas Distribution/Hospital Services</b>	
Emergency Phone	903-593-9878
Emergency Fax	903-533-1446