



# Media Release

September 10, 2026

For immediate release

## RDCK upgrading telephone system to improve service

Nelson, BC: The Regional District of Central Kootenay (RDCK) is upgrading its telephone system to improve reliability, flexibility, and customer service.

As part of the upgrade, a planned system transition will take place on **Friday, September 11, from 8:00 am to 10:00 am**, that may temporarily affect incoming and outgoing telephone service at some RDCK offices and facilities. During this period, callers may experience:

- Difficulty reaching RDCK phone numbers
- Temporary interruptions to automated phone menus
- Delays connecting to staff extensions
- Brief disruptions while telephone numbers are transferred to the new system

Residents requiring immediate assistance during the planned interruption are encouraged to visit [www.rdck.ca](http://www.rdck.ca) or use alternative contact methods, such as email, where available.

Following the transition, callers will continue to use existing RDCK phone numbers. While most services are expected to be restored immediately, some minor disruptions may occur as final testing and number transfers are completed.

The RDCK appreciates the public's patience and understanding as these improvements are implemented to provide a more reliable and efficient communications system.

*Incorporated in 1965, the Regional District of Central Kootenay (RDCK) is a local government that serves 60,000 residents in 11 electoral areas and nine member municipalities. The RDCK provides more than 180 services, including community facilities, fire protection and emergency services, grants, planning and land use, regional parks, resource recovery and handling, transit, water services and much more. For more information about the RDCK, visit [www.rdck.ca](http://www.rdck.ca).*

-30-

**For further information and media enquiries, please contact:**

**Dan Elliott**

Communications Coordinator

Regional District of Central Kootenay

Tel: 250.354.3476

Email: [delliott@rdck.bc.ca](mailto:delliott@rdck.bc.ca)