



Agency ID: [REDACTED]
Date: 04/04/2025

No Action Required EBT System Outage

Dear [REDACTED],

The EBT system will be down from 11:00 PM on Saturday April 26, 2025, until mid-day on Sunday April 27, 2025. **During this time, you will not be able to use your EBT card.** When the system is back up, you can use your EBT card again. DTA will post updates and more information on Mass.gov/EBT and on [DTAConnect.com](https://www.dtaconnect.com) when the outage is over.

You do not need to do anything. This notice is for your information only.

Questions?

Call the DTA Assistance Line at 877-382-2363 to speak to a case worker directly.

Need help because of disability? Tell us if you need help to understand or do something we ask because of a health problem or disability. This could be mental, physical, sensory, learning, intellectual, cognitive, or developmental. We may be able to give you extra help or adjust a rule. This is called an accommodation. Call a Client Assistance Coordinator at 877-382-2363 for help with an accommodation.

This institution is an equal opportunity provider.

We must not discriminate due to race, color, national origin, sex (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity. If you think that we have discriminated against you, call 617-348-8555 to find out how to file a complaint.