

MEMORANDUM

TO: All Locations

FROM: Information Technology Services (ITS)

SUBJECT: **995 TELEPHONE EXCHANGE UPGRADE (UPDATE)**

Information Technology Services (ITS) has successfully completed the upgrade of the 995 Avaya telephone system and BellSouth transmission facilities restoring all telecommunication services. Many improvements have been implemented that will increase user functionality while reducing operating costs. Please remember that although users may see improvements to the delivery of telecommunication services such as calling party identifier (CALLER ID) and faster connections, users will maintain the same accessibility to SUNCOM and long distance services as before the upgrade.

Once again, a temporary help desk has been established to resolve upgrade related issues. Scheduled hours of operation are from 6:30 a.m. to 6:30 p.m. beginning Monday, August 30 through Friday, September 3. The number to call for assistance with upgrade related support issues is 305-995-7575.

We apologize for any inconvenience this process may have caused. We appreciate your support and cooperation as we move to improve the District's telecommunications infrastructure. For additional information, you may contact Support Services at 305-995-3705 (0).