

MEMORANDUM

TO: All ITS

FROM: Support Services

SUBJECT: **TELEPHONE SYSTEM UPGRADE**

In order to provide enhanced service, the telephone system at Information Technology Services is going to be upgraded. In preparation for this upgrade, the vendor will be moving peripheral equipment on Wednesday July 14, 2004. The work is scheduled to begin at 5:00 p.m. and may take up to four hours to complete. While this work is in process, phone displays and voicemail for the ITS facility will be unavailable. Incoming callers will not be able to leave voice mail message during this time. However, you may retrieve previously stored messages by calling 305-995-2000.

We regret any inconvenience. If you have any questions or need additional information please contact Support Services at 305-995-3705(0).