

HOW THE NEW TELEPHONE SWITCH IMPACTS YOU - EFFECTIVE JUNE 26, 2004

The University of Tennessee at Martin is replacing its main telephone switch. This replacement is necessitated as the existing telephone switch is over 15 years old and the vendor will no longer provide service for this old model switch. More importantly, the current switch does not provide any more telephone numbers for University use. Therefore the University has purchased a new telephone switch with funds that have been reserved from long distance resale over the past 15 years.

A major change will be that UT Martin will have its own telephone exchange prefix much like we have our own zip code. Additionally, many of the services you now enjoy will remain the same, some of the services will change slightly, and you will receive some new services. **THE PROJECTED IMPLEMENTATION DATE FOR THE NEW SYSTEM IS JUNE 26TH, BUT THAT IS SUBJECT TO CHANGE**

HERE IS IMPORTANT INFORMATION THAT YOU NEED TO KNOW:

1. The actual telephone on your desk right now will remain the same, so we are not purchasing new phones for everyone.
2. You will still be able to dial the 4-digit on-campus numbers to call someone across campus. That will not change.
3. We currently dial '5' to dial off-campus numbers. **Once the new system is installed you will have to dial '9' instead.**
4. The new system will be Caller ID enabled, which means that if the current telephone on your desk has the ability to display Caller ID information (which up until now you haven't been able to utilize), then once the new system is installed you will see Caller ID information for all your calls.
5. All "feature" codes, such as #+2 for forwarding your phone, #+4 for call pickup etc., will remain the same.
6. The "2" code to enter your PIN number for personal long distance calls will remain the same.
7. Your current 4-digit phone number will remain the same; however there will be some changes. **Read carefully:**
 - a. As mentioned above, UT Martin has had its own Zip Code for years. We will now also have our own phone prefix of 881 (which is UT1 on your keypad), effective on the projected date of June 26th. **So everyone calling you from off-campus will need to be aware that your number has changed from 587-xxxx to 881-xxxx.** Now, it is important to remember that this change will be phased in, so that means that you can be reached with both numbers for approximately 6

months. **But it is critical that you begin to plan now for the change by looking at items such as stationary, fax machine settings, business cards, etc.**

b. If you have an extension with a 11xx number, **these numbers have already been changed to 18xx** (the last 2 digits remain the same) This affects mostly the students in Cooper Dorm, but there are around 20 staff members with these numbers. **After the projected date of June 26th you will no longer be able to use the 11xx number, you must use the 18xx number. Trying to dial an 11xx number will ring the Public Safety dispatcher.**

c. There are a number of people on campus who have 3xxx numbers. Currently, you cannot dial these numbers directly from off-campus by using 587-3xxx. With the new system, these will become Direct Inward Dial numbers. That means that people from off-campus will be able to dial them directly after the new system is installed on the projected date of June 26th. To do this, use the new prefix of 881 plus the 4-digit number. For example: 881-3xxx. **Note that you still cannot use the 587 prefix on campus 3xxx numbers, even during the 6 month phase-in period.**

If you experience problems or have questions, please call the Helpdesk at 7900 or email helpdesk@utm.edu.