



Monday, September 22, 2003

# Campus phone service to be interrupted

By **Jeff Samoray**, OU Web Writer

Telephone services for the entire campus will be unavailable from noon on Friday, Sept. 26, to 1 a.m. on Sunday, Sept. 28, to facilitate a system upgrade.

During the outage, **University Technology Services** will be migrating all main campus telephone services from the present system to the Siemens Hicom switch. This outage will affect nearly all campus phones, with the exception of pay phones and others with a prefix not starting with (248) 370 or (248) 364. You will not be able to make outgoing calls, take incoming calls or access voice mail. All phone moves, adds and changes will be postponed until after Sept. 30 in preparation for the migration.

"The phone system migration involves physically moving phone lines from one switch to another," said Theresa Rowe, assistant vice president for University Technology Services. "It's a time consuming process. I recommend that everyone read the **FAQ** Web page we've created, which answers many questions. We'll continue to update this page as new questions arise."

The **Oakland University Police Department** will be accessible via cell phone at a special dispatch number — (248) 373-8546 — during the outage. This number should be used only when the regular phone system is not operational. At all other times, OU Police may be reached at its regular dispatch number: (248) 370-3331. You also may reach police at any time by dialing 911.

"Maintaining campus safety is our top priority," said Chief and Director of Police Sam Lucido. "We have anticipated this upcoming phone outage and have notified area agencies. 911 calls will go to an area agency, which will reach our campus dispatcher at the special number. People should know that the special number should be used only in the event of a phone outage."

Visit the **University Technology Services** home page for continued updates on the status of the phone service interruptions. A **frequently asked questions** page related to the phone switch migration also is available on the UTS Web site. To report a system problem, contact the UTS Helpdesk at (248) 370-HELP (4357), e-mail [helpdesk@oakland.edu](mailto:helpdesk@oakland.edu) or fax a detailed description of your problem marked "ATTENTION: HELPDESK" to (248) 370-4209.

## SUMMARY

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