



Friday, January 9, 2004

## Phone service to be interrupted Jan. 9

By **Jeff Samoray**, OU Web Writer

Telephone services for the entire Oakland University campus will be disrupted between 5:30 p.m. and 6 p.m. on Friday, Jan. 9, to facilitate a required phone switch software upgrade. During the service disruption, you will not be able to make outgoing calls, take incoming calls or access voice mail. The only phones that will be operational are the pay phones, emergency lines or phone lines from SBC and cell phones.

"The upgrade is necessary because a new version of the software has been released," said Chia-Poh Tai, director of operations for University Technology Services. "The upgrade will make the system more stable. No phone extensions will be changed and nothing else will be affected. The system down time will be due to the fact that we have to reboot the system."

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.

Visit the **University Technology Services** Web site for continued updates on the status of the phone service interruptions. 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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