

## VOIP (Skype for Business) Questions:

- 1) Savings
  - a) anticipated costs if staying on Centrex
  - b) savings compared with current numbers
  - c) is there calculations based on some dumping centrex and not getting a VoIP line?
- 2) Who Pays For What
  - a) subsidy for new phones?
- 3) Enhanced 911
  - a) Operating plans for building power outages or switch outages
  - b)
- 4) Will we be able to keep our Centrex #s
- 5) Migration Plan
- 6) Timeline
- 7) Cell phones
  - a) coverage survey
  - b) role in emergencies
  - c) can we subsidize personal cellphone plans for employees who want to use a personal phone as their business phone?
- 8) Will we be able to use voice/video over SfB simply used the email address, with no associated phone number? If so, will there be a price difference and will voicemail be available?
- 9) Do SfB accounts need to be tied to a netid, or can service accounts be used as well?
- 10) Are there gaps in the campus infrastructure that won't support VoIP (CAT 3 still used in WARF building, old buildings without spare data jacks as examples)
- 11) What will be the equipment recommendations? VoIP phones, headsets that connect to a computer, etc.

## What will happen with current features (maybe addressed as a handout?):

- conference calling (wisline)
- Receiving Collect Calls (same as now?)
- Faxing
- Voice Mail
  - will it still convert to emails?
  - google voice has a transcript of voicemails sent as text, will this be able to do that?
- blue emergency phones around campus
- how will multi-lines be handed? right now we have multi-line phones