

FOR IMMEDIATE RELEASE

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PUBLIC SERVICE ANNOUNCEMENT

CITY OF ALAMOGORDO

City of Alamogordo

Possible Call Interruption to City Facilities

Alamogordo, NM Tuesday, April 23, 2019 On the morning of Friday, April 26th, 2019, the City of Alamogordo will be installing a new VoIP Mitel phone system throughout the entire City infrastructure. During this porting process, the DID (direct inward dial) calls may be down for a short period of time while Century Link populates the databases and activates the new communication lines. We anticipate this process to begin between the hours of 7 and 8 am and last until approximately 2 pm. Please be aware, you may receive no answer or a busy signal during this time period while the numbers are being ported to the new system. Priorities for activation are the Fire Stations and APD, followed by all other City locations. This process will NOT affect the 911 emergency call system, and we ask that you please do not call 911 with non-emergencies.

If citizens need to contact a city facility and cannot get through on the phonelines, please use the following link to send an email, and your concern will be routed to the appropriate department or division: websters@ci.alamogordo.nm.us. City staff will be diligently monitoring this email address during the porting process to provide assistance. The staff wishes to thank everyone for your patience and understanding during this transition.

Information about this project:

This project has been in the planning and implementation stages for approximately 10 months between Linehan, Century Link, TDS Communications and City Staff. This project will replace all phone systems currently in use at City facilities to include: City Hall, APD, Fire Stations, Library, Civic Center, Recreation Center, Maintenance Yards, Senior Center, Waste Water Treatment, La Luz Filter Plant, Airport, Cemetery, Collection Center and all offsite facilities. There are approximately 315 endpoints being changed out that will now connect to a global system for a full range of features that allows call traffic to be routed and maintained in two central locations.

About the new phone system: The new phone system is replacing several obsolete systems between the ages of 13 years and 24 years of age. The new phone system will connect all city facilities and will provide redundancy for failover allowing for continued service. Features include: voicemail, voice to email archive, up to 7 party conference calling, caller id, and much more. One of the nicest features is the cost savings, changing from regular phone lines to SIP line technologies will save the City an estimated \$24,000 per year.

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