

## **VOICE OVER INTERNET PROTOCOL (VoIP) PHONE SYSTEMS**

### **Background**

Voice over Internet Protocol (VoIP) phone systems allow for four digit toll free dialing between Division sites over the Wide Area network. E-Mail integrated voicemail services are available on a per user basis. VoIP will be implemented in schools in the Division as a replacement to outdated traditional phone systems. This is at the discretion of the Director of Facilities working in conjunction with the Director of Technology and the Finance Department.

### **Procedures**

1. 4 line VoIP phones and sidecars will be supplied by the Division in the following areas:
  - Main Administrative Assistant
  - Second Administrative Assistant (where applicable).
  
2. 2 line VoIP phones will be supplied by the Division in the following areas:
  - Principal
  - Vice Principal (where applicable)
  - Second Vice Principal (where applicable)
  - Librarian
  - Counselor 1 (where applicable)
  - Counselor 2 (where applicable)
  - Staffroom
  - Workroom 1
  - Workroom 2 (where applicable)
  - Conference Room
  - Server Room (where applicable)
  - Video Conference Room (where applicable).
  
3. Exchange Integrated Voicemail will be provided by the Division for:
  - Administrative Assistants
  - Principals
  - Vice Principals
  - Librarians
  - Counselors.
  
4. It will be the schools' responsibility to provide funding if any additional phones, sidecars or voicemail accounts are required for their programs. These would include PE offices, classrooms, student common areas, etc.
  
5. It is the responsibility of the Facilities Department to replace any of the phones from point 1 or 2 in the event that they fail due to anything other than abuse. Schools will have the responsibility to replace all phones that fail due to abuse.

6. Schools that have VoIP phones installed will also have an emergency telephone jack and analog phone in the office area. In the event of a prolonged power outage, plug the analog phone into the designated jack to place and receive telephone calls on the school's number.

Amended: December 2015