

Feb. 21, 2013

Dear State of Ohio agency phone users:

The Next Generation Telephony Solution is being rolled out to all State of Ohio agencies, boards and commissions. Early adopters throughout state government have begun using the new system. The schedule calls for all Centrex phone users to be migrated to the new system by mid-summer. This solution also is available to local government entities and public schools, colleges and universities.

The adoption of new technology usually requires some growing pains. The adoption of this new telephony solution is no different. As each state user is moved from their current system to this new state-of-the-art phone system, the Centrex five-digit phone extension used to reach that state user will no longer work. Therefore, to reach an early adopter of this new system, you will need to dial as follows:

- If needed, dial an outside line (9 for Centrex users)
- 1 + area code + 7-digit state phone number

If you attempt to call an early adopter using their old five-digit phone extension, you will hear a "fast busy signal" which is a busy signal with rapid tones. If this occurs, it means the employee is on the new phone system and you'll need to hang up and re-dial the employee using the full 11-digit state phone number.

Although we have grown accustomed to using the five-digit short-cut extensions, the new system has robust lookup and recall features that you'll equally appreciate:

- State of Ohio searchable phone directory
- Programmable personal phone directory
- Most recently dialed numbers directory

To help locate phone numbers of colleagues during the transition to the new system, it is suggested that you place the state phone directory search as a favorite in your browser if you haven't already done so. The phone search is located at <http://www.ohio.gov/phonedir/query.aspx>.

Those already using this new system whose employees must be reached via the 11-digit dialing are:

- Ohio Facilities Construction Commission
- Selected employees throughout state government piloting the new system

Other agencies which will soon be ported over to the new phone system include:

- Ohio Bureau of Workers' Compensation
- Ohio Department of Education
- Ohio Environmental Protection Agency
- Office of the Inspector General

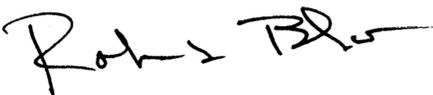
Remember: a fast busy = hang up and dial the 11-digit state phone number.

Stay tuned for more information about the implementation of the Next Generation Telephony Solution.

For questions about your agency's participation, please contact your agency IT help desk or telecommunications coordinator.

Thank you for your patience and understanding as we roll out this new system.

Sincerely,



Robert Blair, Director
Ohio Department of Administrative Services