



Technology
Solutions *for*
Mississippi
Government

INFORMATION TECHNOLOGY SERVICES TELECOM SERVICES DIVISION

10-DIGIT DIAL PLAN MIGRATION

www.its.ms.gov

June 15, 2013

Why is ITS going to 10-digit dialing?

- Industry Standard
- 911 Compliant
- Running out of 5-digit numbers

Why not 6 or 7 digit dialing?

- 10 Digit is Industry Standard
- Prefix conflicts on 7-digit extensions
- Alleviates the need for another dial plan change in 4-5 years

What's going to change?

- You will use 10 digits to dial inside your agency and the Capitol Complex
- You will no longer have to dial 9-0 for an outside line
 - ✓ 9-0 will still work for all the buttons that have 9-0 programmed in their speed dial buttons
 - ✓ To dial long distance, dial 1+10-digits
- Your paging number will change if it does not begin with a 1(one) currently

What am I going to have to change?

- Any speed/auto dials that are programmed as 5-digit extensions
- If your telephone has a Contact list or Address book, and you've programmed 5-digit extensions (2400 series or 9600 series Avaya telephone)
- If you are an agent, you will need to log back into your phone Monday morning

What am I going to have to change on my VoIP phone?

- If you have an IP phone, you will need to log back into your phone using your 10-digit extension.
- If you have an IP phone and you are an agent, you need to know your 10xxx or 11xxx number. Agent extension number in different area codes are as follows:
 - In North MS, 662-111-xxxx
 - In Central MS, 601-111-xxxx
 - In South MS, 228-111-xxxx

What am I going to have to change on my VoIP phone?

- Passwords for all IP phones will be the 5-digit extension
 - ✓ Example: 10-Digit Extension 6014328000, password is 28000
 - ✓ Example: 10-Digit Extension 6011110577, password is 10577
 - ✓ Example: 10-Digit Extension 2280763258, password is 63258

What will change for me?

- Busy Indicators
- Call Pickup Groups
- Coverage Paths
- Intercom Groups
- Abbreviated Dial List

What is changing with Voicemail?

- Your mailbox number will now be 10-digits
- If a 5-digit extension is used for outcall notification it will need to be changed to a 10-digit extension
- If you use the web client to check voicemail, you will need to change your extension on the client to 10-digits

Additional Information

- The outgoing caller ID is not changing
- The phone system will be down for approximately 1 hour on June 15th
- Voicemail will be not be accessible on June 15th

Who to Call?

- A Help Desk is set up for Telecom Contacts
 - ✓ 28400 before migration
 - ✓ 601-432-8400 after migration
- Telecom Contacts can email: lisa.kuyrkendall@its.ms.gov