

**NEWS RELEASE**  
**CITY OF ROSEBURG PHONE SYSTEM CONVERSION**

Effective March 1, 2010, the Roseburg City Hall telephone system will be converted to a voice over Internet Protocol (VoIP) phone system. This conversion was previously completed for the Police and Fire Departments with the opening of the Public Safety Center on November 2, 2009.

The new Cisco Unified Communications system cost approximately \$206,530.00 through ITechSS of Roseburg. The Cisco Unified Communications system includes centrally managed telephony, network infrastructure and wireless systems. The City has also switched telephony service providers which is estimated to save the City upwards of \$30,000 per year. The Cisco IP telephony solution represents an estimated 1/3 portion of the total technology upgrade investment cost.

This Cisco Unified Communication system will not only save money over time in telephone and leased line costs, but also allows employees to take advantage of emerging and modern technologies. Such technologies include phone service over the existing network infrastructure, multi-way call conferencing, voice mail accessible via e-mail or on mobile phone, caller ID, voice to text translation, intercity extension directory, advanced call forwarding, Interactive Voice Response (IVR), software based phones installed on laptops used in city vehicles and many more features. These features will allow employees to be more productive and accessible to the public.

Concurrent with this project, the City has implemented a new in-building secured wireless network or Wi-Fi system. This system allows personnel with laptops or mobile data phones to connect to the City's network wherever they roam within a City building. The wireless system has also been designed to offer Wi-Fi access to the public once they enter a City building.

New telephone numbers will be:

City Hall	541-492-6700
City Manager's Office	541-492-6700
Community Development	541-492-6750
Finance Department	541-492-6710
Fire Department (non-emergency)	541-492-6770
Job Line	541-492-7010
Municipal Court	541-492-6720
Parks Division	541-492-6730
Police Department (non-emergency)	541-492-6760
Public Works Department	541-492-6730
Water Division	541-492-6730
Zoning Information Line	541-492-6872

Work continues to convert the phone system for satellite offices, e.g. maintenance facilities and water treatment plant. Until that conversion is complete, after-hour water emergencies may still be reported by calling 541-673-0397.