

HM101 - Telephony Services

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Topics

- Brief overview of MIT's Telephony Services
- What we know about FSILG Telephony
- How can Telephony Services work with FSILGs?

MIT's Telephony Services

- MIT owns 'carrier class' phone switch (i.e. MIT is small -midsize phone company)
- >22K phones incl. dorms; features like caller id, call waiting, conferencing
- > 10K Voice Mail subscribers
- MIT main switchboard (253-1000) - operators and interactive voice response (IVR) aka 'NameConnector'

MIT's Telephony Services, PG.2

- Interface with carriers, incl. cell phone carriers, for services and pricing
- Consult with depts. re local needs, billing issues, etc
 -most FSILG's do not have MIT Telephony Services, but we can still work together

House Telephone System

- 1 or more 'residential' lines
- Alarm circuits
- May include House owned or leased equipment, such as 1MB, OPX, PBX (Private Branch Exchange) with vendor names like Avaya, Nortel, Netversant

Next Steps

- Figure out what you have
- Understand how much it is costing you
- Decide what you need/want
- See if what you have matches what you want, at a price that is reasonable
- Determine options to address gaps
-IS&T Telephony Services is a resource to help with above

For example, if you have PBX

- How old is your current PBX? Are you still paying depreciation?
- What other costs are you incurring? e.g. maintenance, repair, replacement of phone sets
- Does it have features you can't get another way?
- With everyone having cell phones, is anyone interested in phones in each room?
- Is anyone checking/maintaining the main voice mail?
- Could you make any money selling it on eBay?

Quick Options

- Put House number into Name Connector
 - Email nameconnector@mit.edu with House phone number
- Create MIT voice mail box and set up voice mail to email (now in pilot; production date TBD)
- IS&T is working with Verizon re: contract leveraging (Corporate Rewards)

What about VoIP (Voice over IP)?

- Skype
 - Free calls IF both parties on Skype; low cost calls if called party not on Skype
- Vonage (and related)
 - Monthly plan for unlimited long distance (US)
- VoIP, like cell, has no quality-of-service (QoS) guarantee - 'jitter', delays, 'static', busy signal, etc; depends of a variety of factors, including House network
- => check with your ILG network contact first!

Cell phone help

- For cell phone questions and to report cell reception issues, email cell-feedback@mit.edu
- For those wanting to make international calls from cell phone, consider CellularLD: <http://web.mit.edu/ist/tel/cellularld.html>
- For info about MIT cell phone contracts: <http://web.mit.edu/ist/services/telecommunications/cellphones.html>

Telephony Contacts

- Telecom-csr@mit.edu or stop in E19-741 - for questions, general help; Housecalls can be arranged by appointment
- Nameconnector@mit.edu - to add House to Nameconnector
- Cell-feedback@mit.edu - for cell phone issues
- 3help@mit.edu - for MIT telephone repairs

Telephony Contacts, Pg.2

- IS&T main page: <http://web.mit.edu/ist/index.html>
- Telephony main page: <http://web.mit.edu/ist/topics/telecommunications/index.html>
- Google search: `ist [key words]`