

VoIP at Fredonia

In November of 2018, SUNY Fredonia initiated a project to conduct an assessment of the current campus Centrex telephone system and determined the needs to effectively upgrade the phones to a digital Voice Over Internet Protocol (VoIP) phone system. The assessment was completed in February 2020 and then in June 2020, a contract with DFT as the provider for the new digital phone system. The Information Technology Services (ITS) department launched the VoIP Phone Implementation project on January 4, 2021. This project will run until September 30, 2021 and in that time, the majority of phones on campus will be replaced with a new VoIP phone. This effort not only replaces our legacy phone system with more modern and efficient features, but it also reduces our annual phone bill expenditures, resulting in significant cost savings to the campus. Additionally, the phone service support will be transitioning from University Services to the Network Design and Development group in ITS.