Dear College Community,

We are pleased to share that there has been positive movement with CUNY's plan to replace CSI's legacy phone system. The new phone system will be a Voice-over-IP (VoIP) solution. As you know, the current phone system is obsolete, no longer supported, and not adequate to meet the future needs of the College.

The existing phone system has served the college community well, but due to the reasons listed above, it is no longer reliable. In addition, the existing phone system requires a tremendous amount of maintenance and requires replacement parts that are no longer available.

The modern VoIP solution will provide the latest technology, is more resilient, and integrates seamlessly with recent upgrades made to CSI's and CUNY's networks. After multiple discussions with CUNY Central administrators, CSI will be taking a phased-in phone replacement approach. All desktop phones will be replaced with newer VOIP models. In preparation for this transition, IT staff has completed a thorough campus inventory of phones. Based on these results, a campus-wide phone replacement strategy is being developed.

We are currently working with CUNY on a timeline for the distribution of new phones. At the time of distribution, building occupants will be notified when the new phones will be delivered and configured.

Thank you!

Technology Services