



Phone and Voice Over IP (VoIP) Service Review with AT&T and NDS

On **December 12, 2017** Frankie Jackson along with members of the Enterprise Communication Networks (ECN) team met with AT&T and NDS to conduct a service review. As part of our managed services agreement with NDS, they conduct a yearly review of our systems. Contract managers with AT&T also participated. Frankie asked for these 3 items: a review of the design of the 911 callout structure, conduct fail-over testing with Survivable Remote Site Telephony (SRSTs), and eliminating any single points of failure that would cause any telecommunication system to go down. NDS said they would address these issues.



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