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**From:** All Faculty and Staff <ARCHNEWSFACSTAFF@LISTSERV.UGA.EDU> on behalf of Archnews <archnews@UGA.EDU>  
**Sent:** Tuesday, January 29, 2013 7:55 AM  
**To:** ARCHNEWSFACSTAFF@LISTSERV.UGA.EDU  
**Subject:** UGA conference calling service transition

Date: January 29, 2013

To: UGA Faculty and Staff

From: Chris Baines, IT Associate Director, Enterprise Information Technology Services (EITS)  
Kathy McCarty, Assistant Director, Administrative Services Division

Re: UGA Conference Calling Service Transition

UGA currently uses a conference calling bridge service to support conference calls across campus. However, this service is operated through a system that is at the end of its lifecycle, and technical difficulties for users are becoming more frequent. In order to provide better, more reliable service, the University is transitioning to a new and improved method for conference call support. Individuals requiring a conference call for six or fewer people will be able to coordinate that call from any University digital phone, while individuals requiring support for larger conference calls will be able to use an audio conferencing service provided through AT&T.

We had originally planned to transition to the new service beginning June 1, 2013. However, due to the increased instability of the current system and the cost of attempting to maintain it, we are strongly encouraging offices to go ahead and switch to the new service immediately. Users will notice several advantages upon making the transition. Specifically, large conference calling needs will be supported without limitations on time or participants; in addition, support will be available after hours and will not be limited based on University work hours. Thus, the new system will provide greater flexibility.

We recommend that you have your Departmental Telephone Representatives (DTR) coordinate ordering an AT&T audio conference account for your department and have them coordinate the usage of this service for your department without delay. There are no limits to the number of lines a department can order. The AT&T service is billed at 2.9 cents per minute per user, a very reasonable cost for the service. See Information on the AT&T audio conferencing service and how to use the digital telephones for audio conferencing at:

[http://eits.uga.edu/network\\_and\\_phones/telephone\\_services/conference\\_calling](http://eits.uga.edu/network_and_phones/telephone_services/conference_calling) should you have further questions, please contact Telephone Services at 706-542-6962.

Directory Assistance will follow up with users who have pending conference calls already scheduled via the current Avaya Conference Bridge.