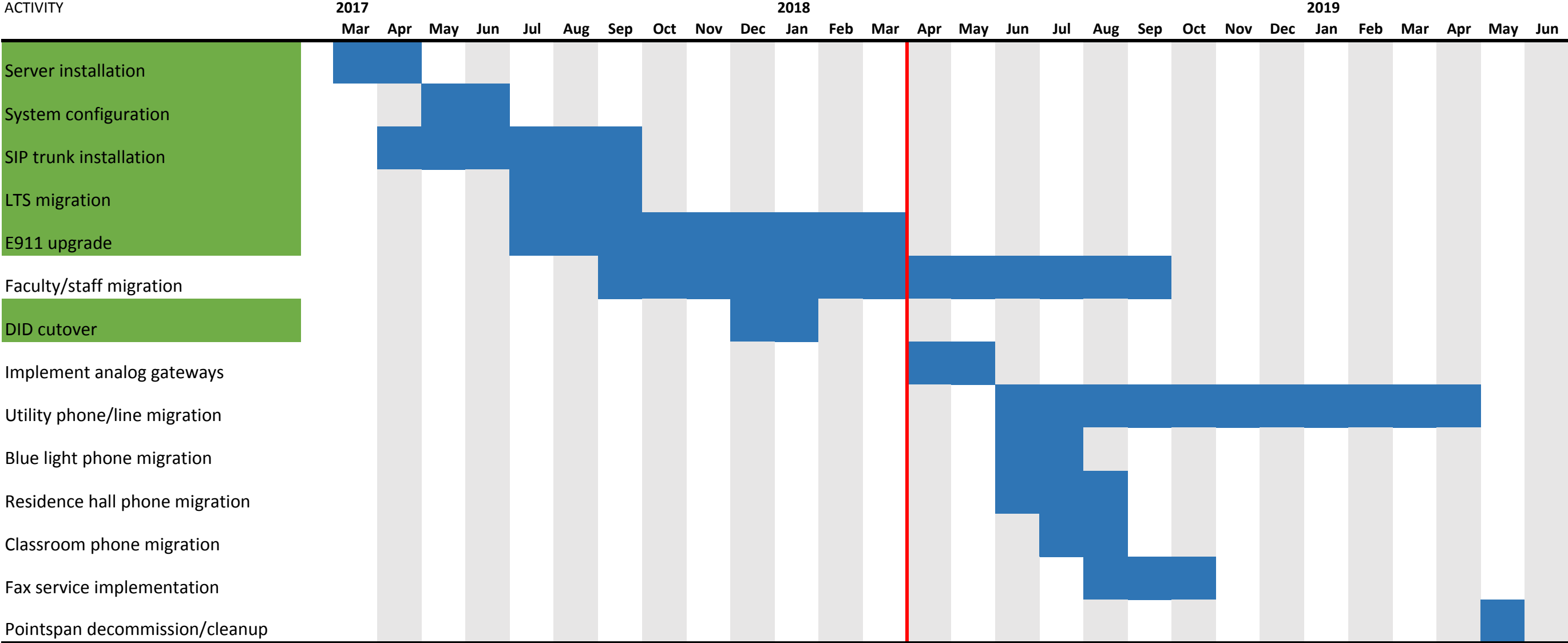


# Cisco Implementation Roadmap

Last updated 4/20/18



Pointspan end of maintenance by Mitel; best effort maintenance going forward

Completed items are shaded green

- Notes:
- 4500 active phones lines to be cut over: 1750 users, 2750 utility phones
  - All existing voice services, including E911 and trunking, will be replaced/upgraded.
  - LTS rollout will include process/documentation validation and feedback.
  - Mitel will move to best-effort Pointspan maintenance effective 3/31/18.
  - Need to target dates for self service portal rollout; Unity voice mail web portal; softphone implementations (dependent on Expressway); attendant console/auto attendant; ACD