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**COMAL COUNTY, TEXAS
PUBLIC INFORMATION OFFICE**

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Phone-system transition may lead to limited outages

FOR IMMEDIATE RELEASE, SEPTEMBER 29, 2015:

NEW BRAUNFELS — An overhaul of the phone system for Comal County offices may lead to limited disruptions Friday morning.

Although callers will be able to access the main county phone number during the transition, some departments may experience outages as the numbers are transferred from the old system.

“The transfer should only take a few minutes,” said Jeff Collins, webmaster for the county’s Information Technology Office and the program manager for the phone-system transition, “but we may have some departmental outages for several hours.”

If callers experience difficulty connecting to a Comal County department Friday morning, they should call the main number, 830-221-1100, and press “0” for the operator, who will be able to transfer calls through the internal system.

The new phone system should eliminate some problems callers have experienced when attempting to call Comal County offices on the current system, installed in 2008. In all, IT personnel this week have distributed 552 new phones for a system with 790 numbers.

The cost for the new system, which is being installed through a contract with AT&T and Mitel, will be about \$84,000 per year, more than 13 percent less than the current \$97,000 annual cost.

“Our current system has aged. We’ve made it work, and it’s been OK. It has allowed us to do business, but not at the level we want to provide to the public,” Collins said. “This will provide a stable platform

for county employees to do their jobs, as well as for the public to interact with their county government.”

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