



For Immediate Release:  
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**Town readies for new voice over IP phone system**  
*Transition set for mid-September to early October*

LITTLETON – Reaching town departments and employees will be much simpler starting next month, as the town implements a voice over internet protocol (VoIP) phone system featuring direct inward dial (DID) numbers that will improve considerably customer and resident access to town departments and result in significant savings to the town.

Alan Brown, IT Manager for the Littleton Electric Light and Water Departments (LELWD), said that most town departments and offices, including those at the Town Hall, school administration, library, police, fire, highway and LELWD will switch to the new system beginning in mid-September. The last group of offices will be cut over to the system by early October, he added. Specific dates for various departments, as well as new telephone numbers, will be publicized in the coming weeks in the *Littleton Independent*, on the home and department pages of the town's website ([www.littletonma.org](http://www.littletonma.org)), the police department's website ([www.littletonpd.com](http://www.littletonpd.com)), the fire department's website ([littletonfire.org](http://littletonfire.org)), the school

department's website ([www.littletonps.org](http://www.littletonps.org)) and LELWD's website ([www.lelwd.com](http://www.lelwd.com)).

Bill inserts and flyers at various public locations will also promote the new numbers.

By design, most employees will have an individual phone number that will ring directly to his or her desk. If the call is not answered, callers may leave a voice mail, or follow a prompt to a general number, where they can seek immediate assistance.

In addition to the new system's features, which offer a level of service and functionality far superior to the town's current phones, the cost of the new system represents a significant, long-term savings to the town, according to Brown, who has spearheaded the project. By consolidating phone services with one vendor and reducing the overall number of lines, Brown estimates the town will save \$6,000 per month on phone services and another \$4,000 per month on internet connectivity, for a monthly total savings of \$10,000.

The new system replaces the equipment at Town Hall and the Police and Fire Departments that is nearly 20 years old. LELWD's system is 10 years old, but already lacks basic functionality for the industry.

As part of the project, LELWD has also made a considerable investment in the town's network infrastructure, enhancing connectivity among town buildings and departments.