

## **Telephony Upgrade at a Small Institution – Lessons Learned**

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### **Abstract**

Young Harris College recently went through a telephony upgrade. Some of the reasons driving this were; a coming increase in OPX charges from the phone company, increase in student Cell phone usage, and decrease in resident hall phone increase, rising maintenance costs, needing to expand the administrative phone system, and freeing up some of the fiber network.

**Note:** This session is a panel discussion and no paper is expected. The presenters may provide handouts or web reference.