

# Case History: Education

## Bangor Public Schools

**Customer Name:** Bangor Public Schools

**Customer Location:** Bangor, Michigan

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**Solutions:** Multi-Media  
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### Project Description:

This project involved replacing a traditional phone system (GTE-provided PBX copper wire) with 3Com NBX (state-of-the-art-VoIP) district wide. It was not the result of a new millage, but rather was done out of the school district's General Fund. Moss changed the well-established mind set from each school -- having their own independent PBX system with "real live persons" answering the phones -- to a centralized VoIP with voice mail and auto attendants. Also, since the changeover was done in the summer, personnel were trained upon return.

### Product Solution:

IP Telephony:

- 3Com NBX (each school connected with fiber solution with WAN – gigabit)
- 3Com Wireless Network with 4400 10100 Ethernet switches

Cabling:

- Hubble Mohawk Cat 5E with 20-year warranty

### Unique Conditions:

- GTE central office proved difficult when changing specs of T-1 line to match to the new VoIP vs. old PBX system (integration issue)
- Summer shutdown of schools

### Results/Benefits:

This solution provides a state-of-the-art VoIP telephony system that is more effective and flexible compared to the old PBX system. The detailed documentation package allows local staff to plan and complete all Moves, Adds and Changes, as well as train employees. The result is a 75% reduction in costs.



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