

19 February 2021

Dear: Clerks

This circular includes the following topics:

- *Migration of telephone lines to SIP*

Migration of telephone lines to SIP

The CCL VoIP system currently uses ISDN lines for in- and out-bound calls. This technology is being discontinued so we are currently in the process of transferring the system to a newer system, known as "SIP".

There will not be any difference in call quality or the level of service provided, and users should not notice that anything has changed. Nothing is changing for calls within the CCL network. You will continue to receive your phone bills from Macquarie Telecom and there is no change in the cost of calls.

Unfortunately, there is the chance that inbound services may be disrupted on each number as it is transferred to the new system, we expect that this will be no longer than 30 minutes. Because of this, we will be transferring the numbers out-of-hours, and due to the amount of numbers involved, the transfer will be completed in tranches.

Network Staff will be in contact with floors in advance of their numbers being transferred with details of timing, which will be over the next few months.

This project was originally scheduled for 2019, but had been postponed due to some technical issues which have now been resolved. CCL's own office numbers have already been migrated to the new system and the service has proven stable.

For further information, please contact support@ccl.com.au

Kind Regards,
Michael Wright
CIO

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