

---

*For immediate release*

## **Township of Tiny to upgrade phone system**

**Date:** April 5, 2024

**(Tiny, Ontario)** The Township of Tiny will be upgrading our phone system to integrate with Microsoft Teams to modernize our service delivery and anticipate to transition to the new service during the week of April 8 to 12, 2024. We may experience temporary service disruptions during this transition, so we appreciate your patience during this time.

The Township of Tiny applied for and received a grant from the Province of Ontario through the Municipal Modernization Program toward replacing the township's phone system with one that will better serve our community and grow with the changing times and technology.

The previous system is over 25 years old, no longer supported by the manufacturer, and is not expandable or portable.

The new system uses internet services for phone calls, known as Voice Over Internet Protocol (VOIP) technology, which saves the township money by eliminating physical infrastructure costs such as landlines and the need to have a desk phone for every employees' extension.

The township's new phone system will:

- improve and streamline communications internally and externally,
- consolidate municipal phone numbers and buildings into one central phone system,
- allow for calls to be made and received through various issued township devices, and
- utilize a voice recognition option to access the staff directory.

Through this upgrade, current staff extensions will no longer exist. Instead, callers can access the service they need by listening to our updated menu options or simply use the staff directory. Callers can still reach reception to help direct their calls to the appropriate staff or service.

All services will still be accessed through our main phone number at 705-526-4204, and callers will no longer need to remember a separate after-hours number. The after-hours options will automatically come online when the Township of Tiny Administrative Centre is closed.

"We're grateful to the Province for awarding the Township of Tiny with this modernization grant to upgrade our aging phone system," said Mayor David Evans. "The Township is excited to improve and streamline our phone communications to modernize our service delivery and improve customer service for our residents and visitors, which is one of the pillars of our Council Strategic Plan".

---

**For media inquiries, contact:**

Jacqueline Brown, Communications Officer  
[jbrown@tiny.ca](mailto:jbrown@tiny.ca) • 705-526-4204 ext. 284

Receive Township of Tiny Press Releases directly to your phone or email: **Sign up for free at**  
[www.TinyConnect.ca](http://www.TinyConnect.ca)



TOWNSHIP OF/CANTON DE  
**Tiny**

## Press Release

130 Balm Beach Road West, Tiny, Ontario, L0L 2J0  
705-526-4204 • [www.tiny.ca/news](http://www.tiny.ca/news)

We may experience temporary disruptions as we transition to the new phone system and appreciate the community's patience as we move to modernize our service delivery. Alternatively, you can always access services online at [www.tiny.ca](http://www.tiny.ca), email staff directly by visiting [www.tiny.ca/contact-us](mailto:www.tiny.ca/contact-us), or visit us in person at 130 Balm Beach Road West. Updates will be posted to the township's social media accounts as we learn more from our service provider.

-30-

**For media inquiries, contact:**

Jacqueline Brown, Communications Officer  
[jbrown@tiny.ca](mailto:jbrown@tiny.ca) • 705-526-4204 ext. 284

Receive Township of Tiny Press Releases directly to your phone or email: **Sign up for free at**  
[www.TinyConnect.ca](http://www.TinyConnect.ca)



[www.tiny.ca](http://www.tiny.ca)



@TownshipofTiny



@TinyTownship



@TownshipofTiny