



News & Updates

Voice Migration Completed

ICN has successfully completed its migration to a Voice over Internet Protocol (VoIP) platform using CenturyLink's Unified Communications solution. The platform migration included moving over 8,000 phones for 168 authorized customers. **ICN would like to thank all of our customers for your patience and cooperation during this migration.**

This service migration allows ICN to improve efficiencies and reduce ongoing maintenance costs by eliminating six legacy voice systems. Customers will also realize additional benefits and features including call forwarding to an alternate number during an unplanned emergency situation or office relocation. This forwarding feature can be accessed remotely using the Business Communicator app or logging into the managed voice web portal. In addition, this VoIP service provides encryption to protect sensitive Voice information, and includes long distance calling and 800 number service at no additional charge.

[Read entire Voice Migration Message](#)

ICN to End Video Service

Over the years, videoconferencing has enabled our customers to interact with distance learning, telemedicine, training, and administrative meetings. In the course of reviewing our video product and how it operates, we plan to sunset our LightSpeed Plus Video service on June 30, 2020.

[Video Sunset Message:](#)

- Update meeting room signs and calendar details.
- Video service recap.
- Greater broadband demands.

Notice to Voice Customers: Voicemail Upgrade

The Voicemail system was updated on November 18. Please review the [revised user guide for reference and updated prompts](#). Your existing mailbox will retain all new and saved messages. If you have questions please contact your ICN [Account Consultant](#).

Broadband News

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