

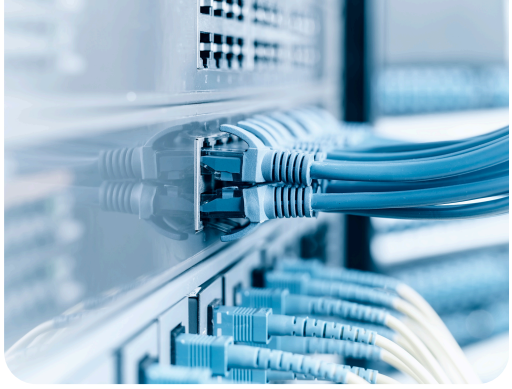

ConnX Centrex Audit & Assessment

Clarity Across Centrex, Analog, and Carrier Dependencies

UNDERSTAND HOW YOUR LEGACY CENTREX ENVIRONMENT IMPACTS OPERATIONS, SAFETY, AND MODERNIZATION READINESS.

A comprehensive assessment of Centrex, analog lines, and carrier dependencies — designed to establish a verified baseline, reduce risk, and prepare your organization for secure cloud voice transition.

The Challenge Organizations Face

Centrex environments have evolved over time, often without centralized visibility or documentation.

ORGANIZATIONS COMMONLY FACE:

- Limited visibility into Centrex numbers, locations, and device types
- Unverified billing and unused lines
- Orphaned or misassigned services
- No central database for tracking migration readiness
- Copper-based dependencies embedded in critical operations

When Centrex services fail or are sunset by carriers, the impact can affect safety systems, dispatch workflows, and operational continuity.

CENTREX IS NOT JUST DIAL TONE. IT INTERSECTS WITH:

- Operational workflows
- Emergency communications
- Elevator and life-safety systems
- IT and network architecture
- Carrier contracts and cost exposure

The ConnX Difference

ConnX approaches Centrex as critical infrastructure, not isolated carrier services.

- ☑ Deep experience across voice, Centrex, analog, and carrier ecosystems
- ☑ IT/OT and operational dependency understanding
- ☑ Vendor-neutral, outcome-driven assessment methodology
- ☑ Clear translation of technical findings into operational impact
- ☑ MaestroIQ platform for inventory normalization and migration tracking

What the ConnX Centrex Assessment Delivers

A structured, data-driven audit of all Centrex lines, devices, and services — designed to establish a verified baseline and prepare for safe modernization.

THIS ASSESSMENT HELPS ORGANIZATIONS ANSWER:

- What Centrex lines do we actually have?
- Where are they physically terminated?
- What systems depend on them?
- What are we paying for unused or idle services?
- What risks exist if carriers sunset copper?
- What must be addressed before migration?

www.connxai.com +1-609-438-6100 connxsales@connxai.com

Scope of the Assessment

Centrex & Analog Line Environment
- Inventory of Centrex, analog, PRI, and related lines
- Line termination validation
- Tone testing and tagging
- Active vs. inactive verification
- Synthetic call testing

Carrier & Billing Landscape
- Review of billing statements
- Contract and carrier dependency analysis
- Identification of orphaned or unused services
- Validation of circuit IDs and documentation

Operational & Safety Dependencies
- Mapping of Centrex lines to operational systems
- Identification of safety-critical dependencies
- Impact analysis for carrier sunset scenarios

Data Consolidation
- Upload to MaestroIQ as system of record
- Standardized audit templates
- Centralized tracking of migration readiness

THE OUTCOME

- **Clear visibility into Centrex dependencies**
- **Reduced risk from copper sunset**
- **Elimination of unused or orphaned services**
- **Verified migration baseline**
- **Confidence to modernize without disruption**
- **A defensible roadmap for secure Centrex transition**



Deliverables

Executive Summary
Clear overview of Centrex health, risks, cost exposure, and modernization priorities.

Verified Line & Circuit Inventory
Comprehensive, validated inventory of all Centrex, analog, and related carrier circuits by location and function.

Risk & Dependency Analysis
Identification of operational, safety, and carrier dependencies that create exposure or migration risk.

Cost Optimization Insights
Analysis of unused, misassigned, or redundant services and opportunities to reduce recurring carrier spend.

Operational Impact Report
Evaluation of how Centrex services support dispatch, safety systems, and mission-critical workflows.

Modernization Roadmap
Phased transition strategy for secure Centrex retirement and cloud voice replacement.

Migration Tracking Dashboard (MaestroIQ)
Centralized system of record to track audit findings, remediation progress, and migration readiness.

The ConnX Assessment & Audit Process

Discovery & Intake
- Stakeholder interviews
- Review of billing and architecture documentation
- Identification of operational and continuity priorities

Physical Validation
- On-site audits
- Tone testing and tagging
- Synthetic call verification

Environment Analysis
- Reconciliation of physical findings with carrier records
- Identification of idle, unused, or misassigned lines
- Risk exposure assessment

Findings & Insights
- Reliability and survivability evaluation
- Compliance and lifecycle risk analysis
- Prioritization of issues based on operational impact

Actionable Modernization Roadmap
- Clear next steps for Centrex retirement
- Migration sequencing strategy
- Cost optimization opportunities
- Timeline and readiness planning

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