



# District Phone System Review Checklist

A practical evaluation guide for K-12 IT and operations leaders.



Use this checklist to evaluate your current phone system and plan for a safer, more reliable communications environment.

District / Organization: \_\_\_\_\_

Completed By: \_\_\_\_\_

Date: \_\_\_\_\_



## 1 Emergency Calling & Compliance

- Direct 911 dialing works from all phones (no prefixes)
- On-site notification alerts when 911 is dialed
- Dispatchable location (building, floor, room) is accurate
- Meets Kari's Law and RAY BAUM'S Act requirements

Notes / Findings

---



---



---



## 2 Reliability & System Performance

- Call quality is consistent across all buildings
- System uptime meets or exceeds 99.99%
- Internet bandwidth supports voice requirements
- Redundant internet or failover is in place

Notes / Findings

---



---



---



## 3 Coverage & Location Accuracy

- All phones have correct building and room locations
- Wireless coverage is strong throughout all campuses
- Mobile and softphone location is tracked accurately
- Location updates automatically as users move

Notes / Findings

---



---



---



## 4 Integrations & Workflow Efficiency

- Integrates with SIS, paging, and alert systems
- Voicemail, auto attendant, and call routing are efficient
- Reduces manual steps and duplicate data entry
- Supports district-wide communication workflows

Notes / Findings

---



---



---



## 5 Security & Data Protection

- Provider is SOC 2 Type II or equivalent certified
- Calls and data are encrypted in transit and at rest
- Role-based access and administrative controls
- System is monitored and updated regularly

Notes / Findings

---



---



---



## 6 Cost, Contracts & Future Readiness

- Pricing is transparent with no hidden fees
- Contracts are flexible and termination is reasonable
- System can scale with enrollment and needs
- Roadmap supports future features and devices

Notes / Findings

---



---



---



### Next Steps

Use your findings to identify gaps, prioritize improvements, and build a plan for a modern, safe, and reliable communications system.



### Need a second opinion?

Upload your current phone bill or system details for a no-obligation review.

[k12phonesystems.com/upload-bill](https://k12phonesystems.com/upload-bill)