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New Unified Communications Initiative

On November 18th most of the Town of Andover municipal departments will be upgrading to a new state of the art Unified Communications (UC) platform. This platform includes a new digital, Voice over IP (VoIP) based telephone system. The new system will provide increased productivity, increased customer service and save 30-50% of the Town's annual communication costs. This system has been operating successfully at all of the Andover Public Schools since last spring.

As part of this upgrade the Town and Schools have been provided with an expanded set of phone numbers to provide voice communications capabilities to many more staff members. The Town's primary number will remain 978-623-8200 but most other numbers will change. Numbers for each of the 10 schools have already changed but numbers for the main school administration team will also be changing on the 18th. New school numbers are in the range 978-247-xxx. Police and Andover Fire Rescue numbers are not changing at this time and will be migrated separately after the new year.

The launch of our unified communications initiative is the next step in improving our ability to provide improved customer service to residents and an improved educational experience for our students. Our new communications efforts will further be enhanced in the coming months to provide more mobile access as well as improved emergency communication and notification. This will be complemented by the upcoming launch of our new municipal web site.

Please refer to the town web site <http://www.andoverma.gov> for an up to date list of phone numbers.

Town Directory

	Phone
Town of Andover	978-623-8200
Town Manager	978-623-8210
Town Clerk	978-623-8230
Selectmen	978-623-8270
Community Development and Planning	978-623-8600
Building	978-623-8620
Conservation	978-623-8630
Health	978-623-8640
Planning and Economic Development	978-623-8650
Fire Prevention	978-623-8660
Community Services	978-623-8300
Elder Services/Center at Punchard	978-623-8320
Community Services and Recreation	978-623-8340
Youth Services	978-623-8360
Veterans	978-623-8380
Finance	978-623-8900
Accounting	978-623-8920
Assessors	978-623-8930
Collector/Treasurer	978-623-8940
Purchasing	978-623-8950
Human Resources	978-623-8500
Employment	978-623-JOBS
Information and Technology	978-623-5600
Memorial Hall Library	978-623-8400
Circulation	978-623-8420
Reference Desk	978-623-8430
Children's Desk	978-623-8440
Municipal Services	978-623-8700
Retirement	978-623-8540

School Administration Directory

	Phone
Andover Public Schools	978-247-7000
School Info Line	978-247-7001
Academic Departments	
Fine Arts/Visual Studies Department	978-247-7002
Language Arts (6-12)	978-247-7003
Literacy (K-5)	978-247-7004
Mathematics Department	978-247-7005
Physical Education Department	978-247-7006
Science Department	978-247-7007
Social Studies Department	978-247-7008
World Language Department	978-247-7009
Superintendent's Office	978-247-7010
Curriculum and Learning	978-247-7020
Digital Learning	978-247-7021
School Administrative Systems	978-247-7022
Innovation	978-247-7023
Student Services	978-247-7040
Special Education	978-247-7041
Nursing	978-247-7042
Social Work	978-247-7043
Finance and Administration	978-247-7060
Transportation	978-247-7065
Food Services	978-247-7067
School Committee	978-247-7080

School Directory

	Phone
Andover High	978-247-5500
Bancroft	978-247-9500
Doherty Middle	978-247-9400
High Plain Elementary	978-247-8600
Sanborn Elementary	978-247-9700
Shawsheen School	978-247-8200
South Elementary	978-247-9800
TOPS Program	978-247-8250
West Elementary	978-247-5300
West Middle	978-247-5400
Wood Hill Middle	978-247-8800

Each school has a consistent numbering scheme to find specific services within the facility (where xx is the two digit school prefix):

Main School Number	978-247-xx00
Attendance Line	978-247-xx01
Nurse	978-247-xx02
Cafeteria	978-247-xx03
Student Services	978-247-xx04
Special Education	978-247-xx05
Facilities	978-247-xx06
Media Center	978-247-xx07
Gymnasium	978-247-xx08
Principal's Office	978-247-xx10
School Fax	978-247-xx99