

CFS Phone Migration: Illinois Number Proof of Concept

From: M Bret Blackford (bret_blackford@yahoo.com)
To: emcpherson@cfserve.org
Cc: bret_blackford@yahoo.com; bblackford@cfserve.org
Date: Tuesday, April 28, 2026 at 04:10 PM CDT

Eric,

As you consider next steps with Affiliated and how best to exit that relationship, including whether to offer an acceptable early termination fee (ETF) or similar settlement, I suggest we move forward with porting the CFS Illinois number, 618-397-7678, from Affiliated to UniFi Talk.

CFS has three numbers that may eventually need to be ported, but starting with the Illinois number would be a good proof of concept. It should help us determine how difficult Affiliated may be in releasing a CFS number, while also allowing us to confirm that UniFi Talk can receive the Illinois number and automatically forward those calls to the main CFS number, 314-968-2216.

I should also mention that, as I understand FCC number-porting rules, a carrier generally cannot refuse to port a number because of a billing dispute, contract dispute, or early termination fee. Affiliated may still claim that CFS owes money under the contract, but that issue should be separate from whether CFS can port its telephone numbers. This test should help us see how that process works in practice.

The three CFS numbers we may eventually need to port are:

- 314-968-2216 — CFS main line
- 618-397-7678 — CFS Illinois line, which currently forwards to the CFS main line
- 314-968-2335 — CFS fax line

For now, I am only recommending that we port the Illinois number, 618-397-7678. The main CFS number would remain with Affiliated during this test, and this should not disrupt the current main office phone service.

If you are comfortable with this approach, please confirm that it is OK for me to begin the process of porting the CFS Illinois number from Affiliated to UniFi Talk. I do not believe this should interfere with any separate negotiations with Affiliated regarding contract termination, equipment, or final billing.

Let me know if you have any questions.

— Bret

P.S. I am also attaching a short document outlining the purpose of this proof of concept (PoC), the desired outcomes, and the basic steps for handling the port and UniFi Talk setup. It is partly for my own planning, but I thought it would also be helpful background as you consider the request.

Proposed Next Step: Port Illinois Number to UniFi Talk as a Proof of Concept

To: Eric McPherson, Executive Director

From: Bret Blackford

Re: Proposed proof-of-concept test for porting CFS's Illinois number to UniFi Talk

Date: April 28, 2026

Purpose

I recommend that CFS proceed with a limited proof-of-concept test by porting the Illinois phone number, **(618) 397-7678**, from Affiliated Com-Net to UniFi Talk.

This test would be a lower-risk first step before making any changes to the main CFS number, **(314) 968-2216**. The Illinois number currently functions as a secondary number and is less operationally critical than the main line. By porting this number first, we can test the process, identify any issues, and confirm that UniFi Talk can route calls as needed before we consider porting the main number.

Desired Outcomes

This test is intended to confirm three important things:

1. **Affiliated can successfully release/port a CFS number.**

This will help confirm that Affiliated cannot practically hold up a valid port request while CFS is separately discussing termination terms, equipment ownership, or any alleged remaining contractual obligations.

2. **The Illinois number can be received by UniFi Talk.**

Once ported, incoming calls to **(618) 397-7678** should arrive in the CFS UniFi Talk system.

3. **UniFi Talk can automatically forward the Illinois number to the current main CFS line.**

We successfully tested this concept using the temporary UniFi Talk number **(314) 912-4101**, which was routed through UniFi Talk and forwarded to the existing CFS main line at **(314) 968-2216**. The call log showed the call being answered by the external contact "CFS Main Line Affiliated," which strongly supports that this routing approach works.

Important Porting Consideration

As I understand FCC number-porting rules, an existing provider generally may not refuse to port a number because of an unpaid balance or early termination fee, although CFS may still be responsible for any legitimate contractual amounts owed. The FCC states that once service is requested from a new company, the old company cannot refuse to port the number even if there is an outstanding balance or termination fee.

That does **not** mean we should ignore contract issues with Affiliated. It simply means the number-porting process should be treated separately from any negotiation over termination costs, equipment, or final billing.

Recommended Scope of This Test

For this proof of concept, we would port only:

Illinois number: (618) 397-7678

We would not yet port:

Main CFS number: (314) 968-2216

The main number would remain with Affiliated during this test. After the Illinois number is ported to UniFi Talk, we would configure UniFi Talk to automatically forward calls from the Illinois number to the existing main line.

Basic Steps

1. Confirm authorization to proceed

Eric would approve moving forward with the Illinois number port as a limited test.

2. Gather required porting information from Affiliated/CFS records

We will need the information required for a clean port request, likely including:

- Current provider name: Affiliated Com-Net
- Billing account number
- Billing telephone number, if different from the number being ported
- Service address exactly as shown on the Affiliated account
- Authorized signer/contact
- Recent Affiliated invoice
- Any PIN, CSR, or port-out authorization information, if applicable

The goal is to submit the port request accurately the first time to avoid rejection for mismatched information.

3. Submit port request through UniFi Talk

In UniFi Talk, we would use the number-porting process to request porting of: **(618) 397-7678**

We should not cancel service with Affiliated before the port completes. The number needs to remain active during the porting process.

4. Monitor for porting status and any rejection

If Affiliated or the porting process rejects the request, we would identify the specific reason, such as:

- Account number mismatch
- Address mismatch
- Authorized signer mismatch
- PIN/CSR issue
- Number not active
- Incorrect provider information

If the rejection is administrative, we correct and resubmit. If the rejection appears to be improper resistance, we can address that separately and escalate if needed.

5. Configure UniFi Talk routing after the port completes

Once **(618) 397-7678** is active in UniFi Talk, we would configure call routing so that calls to the Illinois number automatically forward to: **CFS main line: (314) 968-2216**

Based on the test with the temporary number, the likely configuration is:

Incoming Illinois number → UniFi Talk Smart Attendant or call route → external contact “CFS Main Line Affiliated” → (314) 968-2216

6. Test from an outside phone

After configuration, we would test from a cell phone or other outside number:

- Call **(618) 397-7678**
- Confirm the call reaches UniFi Talk
- Confirm it automatically forwards to **(314) 968-2216**
- Confirm the call log shows the route through UniFi Talk
- Confirm call quality and caller experience are acceptable

7. Document results

We should save screenshots or notes showing:

- The port request status
- The completed port confirmation
- The UniFi Talk routing configuration
- The call log showing calls to the ported Illinois number and forwarding to the main line
- Any issues encountered and how they were resolved

Why This Is a Good Next Step

This is a low-risk way to begin moving CFS away from Affiliated without disrupting the main office number. It gives us practical evidence about whether Affiliated will cooperate with porting and whether UniFi Talk can handle the routing CFS needs.

If this test is successful, CFS will have much greater confidence before deciding whether and when to port the main number, **(314) 968-2216**, to UniFi Talk.

Recommendation

I recommend that CFS authorize the port of **(618) 397-7678** from Affiliated to UniFi Talk as a controlled proof-of-concept test. The main number should remain with Affiliated until this test is complete and we are comfortable with the porting process, routing behavior, and call quality.

Re: CFS Phones

From: Todd Jones (tjones@affiliatedcom.com)
To: emcpherson@cfserve.org; mennis@cfserve.org; michele@hawkisg.com
Cc: bret_blackford@yahoo.com; rplunk@affiliatedcom.com
Date: Saturday, April 25, 2026 at 03:01 PM CDT

The total ETF would be 5412.74.

Sent from my Android device. Please excuse my brevity.

On April 24, 2026 1:24:24 PM CDT, Eric McPherson <emcpherson@cfserve.org> wrote:

So then the total ETF would be \$4818.96? Am I understanding that correctly?

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From: Todd Jones <tjones@affiliatedcom.com>
Sent: Friday, April 24, 2026 2:04:19 PM
To: Eric McPherson <emcpherson@cfserve.org>; Mary Ennis <mennis@cfserve.org>; Michele <michele@hawkisg.com>
Cc: Bret <bret_blackford@yahoo.com>; Rebekah Plunk <rplunk@affiliatedcom.com>
Subject: Re: CFS Phones

Attached is the original agreement and Terms of Service.

Page 1 of the Terms of Service spells out the Early Termination fee as well as the Renewal of the agreement.

To help reduce cost, we can adjust the Monthly charge for the phones, the GXP2135 from 3.80 per month to 1.90 each, and the GXP2170 from 6.83 each to 4.00 each. This would be a monthly savings of 27.49 for the current level of 13 phones.

We currently invoice you for 2 SIP Trunks/Talk paths. Looking at your history over the last month, you are averaging over 8 concurrent calls with a peak of 13 concurrent calls on 4/13. Below Left is a graph of your usage from 3/3 to 4/13. On 4/13 you must have changed your IP Address, and Below Right is the traffic on the New IP Address, Still the average is 7 concurrent calls. So technically, the SIP Trunks should be increased to 5 at a minimum, but we typically do not perform these adjustments mid contract. So your are getting a discount on the services being provided vs what is being charged.



On 4/24/2026 12:23 PM, Eric McPherson wrote:

I became the Executive Director in 2023. Were we notified of the automatic renewal? There should have been a notification and conversation. For a non profit child welfare agency, this ETF is exorbitant, especially for a helping agency with a tight budget. Is there anything that can be done to alleviate this?

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From: Todd Jones <tjones@affiliatedcom.com>

Sent: Friday, April 24, 2026 1:13:03 PM

To: Eric McPherson <emcpherson@cfserve.org>; Mary Ennis <mennis@cfserve.org>; Michele <michele@hawkisg.com>

Cc: Bret <bret_blackford@yahoo.com>; Rebekah Plunk <rplunk@affiliatedcom.com>

Subject: Re: CFS Phones

Total ETF is 5412.74. Remaining months would be 27 months @ 250.59 (after router was removed yesterday) = 6765.93 and per agreement 80% of remaining balance would be the ETF.

On 4/24/2026 12:02 PM, Eric McPherson wrote:

What would the termination fee be?

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From: Mary Ennis <mennis@cfserve.org>

Sent: Friday, April 24, 2026 1:00:28 PM

To: Todd Jones <tjones@affiliatedcom.com>; Michele <michele@hawkisg.com>

Cc: Eric McPherson <emcpherson@cfserve.org>; Bret <bret_blackford@yahoo.com>; Rebekah Plunk <rplunk@affiliatedcom.com>

Subject: RE: FW: CFS Phones

Please read Todd's response below.

Serving for Life

Mary Ennis

Office Manager

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From: Todd Jones <tjones@affiliatedcom.com>

Sent: Friday, April 24, 2026 11:52 AM

To: Mary Ennis <mennis@cfserve.org>; Michele <michele@hawkisg.com>

Subject: Re: FW: CFS Phones

Mary,

Yes you are under contract until September 22, 2028 and termination fees would apply if you depart early.

If you are not using any of the 13 devices, you can return them to 800 Jupiter Rd, Suite 200, Plano Texas 75074 Attn: CFS Returns. I noticed 5909 is not in service, so it it's not required, it can be returned.

You have 10 GXP2135 model phones and 3 GXP2170 Model phones. If you want to Purchase the phones, the GXP2135 would be 120.00 each and the GXP2170 would be 150.00 each. We would have to generate a new Template

and push it to the phones to give you administrative access with your own Password you can provide to us.

On 4/24/2026 11:27 AM, Mary Ennis wrote:

Todd,

Christian Family Services (CFS) is a non-profit organization who needs to keep our cost down and be good stewards of our outgoing cost. We look at every service that we use and try to find ways to save and use the best opportunity in helping us save money. So, unfortunately CFS is evaluating transitioning our service from Affiliated, and would appreciate your help in confirming several administrative details so we can plan the change correctly and avoid any disruption.

I had the pleasure today in speaking with Rebekah of Affiliated and she informed me that we are currently renting 13 phones and a router. We sent the router back via USP on Tuesday, April 14th. Rebekah also stated that our contract renewed for three more years as of September 2025.

Since the phones are property of Affiliated, please provide the return requirements and instructions or please provide a purchase price. If CFS chooses to purchase the equipment, please advise how we may obtain administrative access credentials for those devices.

Thank you for your help as we plan this transition carefully and would appreciate a response at your earliest convenience.

Serving for Life

Mary Ennis

Office Manager

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Todd Jones

Director of Cloud Service

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Comnet (Hosted) Help Desk : 214-382-9945 or atidispatch@affiliatedcom.com

Affiliated Help Desk : 972-852-4013

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