



Agenda Item Report

Meeting Type: Committee of the Whole

Meeting Date: December 3, 2024

Item Title: Discussion regarding city phone services

Submitted By: Matt Amundson, City Administrator

Detailed Description of Subject Matter:

I have received proposals from AT&T, Digital Bay, Rhyme/Elevate & US Cellular/Crexendo. I've narrowed down the providers to Elevate & Crexendo. There is not much difference in the overall cost of the physical phones and should not be what we base our final decision on. The most impactful financial cost is the monthly service fee that we pay for each user. At the time of writing this memo, the costs are broken down below:

Crexendo

- \$14.32 Advanced User (12)
- \$8.37 Professional User (48)

Elevate

- \$19.99 Essential (44)
- \$12.99 Resource (17)

List all Supporting Documentation Attached:

Action Requested of Council:

Direct staff to obtain final quote from Crexendo along with full forecasted financial impact to capital (phones) and operating budget (service fees).