



City Council Agenda Item

Subject: Council Discussion on Hosted VoIP phone Solution – IT Department

Submitted By: Josh Cox

Date Submitted: May 11, 2022

Work Session Date: May 16, 202

Council Meeting Date: May 16, 202

Background/History:

Windstream currently provides the phone circuits for our existing phone system. They just provided notice to the City that “Due to changing economic conditions and the current costs to provide services...services residing on this platform in the territories noted herein will be disconnected”. As the only carrier for our phone lines, this disconnection would impact all City phones. Our current on-premises phone system is antiquated and in need of major upgrades and I have requested funding in the new fiscal year (not yet approved) to upgrade to a hosted Voice Over IP system. Now that Windstream is disconnecting our phone circuits, we need to implement a new phone system ASAP to avoid the loss of City phones. We have been very happy with the support and service from our existing phone vendor, Carousel, and are requesting we implement their hosted phone solution which includes migration services, hosting, as well as new phones for all users. They are also offering 3 free months of service so we would not be billed for the recurring costs until the new fiscal year but would need to pay for the migration/implementation out of this year’s budget, which was not something that is currently budgeted for.

Cost: \$5,019.00

Budgeted for: _____ **Yes** x **No**

Financial Impact: There is a one-time migration cost as well as a recurring monthly cost for service and support

The one-time migration cost is \$5,019.00 and the recurring monthly cost for the current users is \$4,450.01. The monthly recurring cost also includes new hardware (desk phones) for all users.

Action Requested from Council:

Approve the request to move forward with migrating to a hosted VoiP phone platform through our existing vendor to avoid the loss of City phone services due to Windstream discontinuing services in our area.