



## GRAND RAPIDS PUBLIC UTILITIES COMMISSION AGENDA ITEM

---

**AGENDA DATE:** May 28, 2025

**AGENDA ITEM:** Consider a motion to ratify the agreement with Paul Bunyan Communications for a one-time installation fee of \$3,372.74 and for Managed Voice Services of an estimated monthly fee of \$673.75.

**PREPARED BY:** Mike LeClaire, Information Systems Department Manager

---

### **BACKGROUND:**

Our current phone system is over 25 years old and no longer meets the communication needs of our organization, which now relies more on mobile devices and modern tools. As the need for dedicated phone lines decreases, we are transitioning to Paul Bunyan as our phone service provider.

Since Paul Bunyan also provides our internet service and the new system uses VoIP, this change will reduce the number of required internet ports at workstations. The existing on-premises server will be replaced with an off-site, managed solution—supporting our broader move to off-premises server infrastructure.

This transition also streamlines support, giving staff a single point of contact for phone, internet, and desktop services.

### **RECOMMENDATION:**

Consider a motion to ratify the agreement with Paul Bunyan Communications for a one-time installation fee of \$3,372.74 and for Managed Voice Services of an estimated monthly fee of \$673.75.