

# Phone System Comparison

# Why We Need New Phones:

- The current phone system is a **digital, outdated** technology
- Not supported anymore
- The New System will be able to work with Fiber Optics if we ever change to a Fiber Optic System
- We will be able to change outgoing messages
- Five companies came out, but we only had 3 Companies that followed through with quotes on the Cabling aspect, Actual phones, and related equipment, and the phone bills
  - BSB
  - Abilita
  - Black Rock



Digital Phone Controller Box



# More than new phones, this is a **system update** along with New Cabling & Old Cable/Tech Clean up

- 1) Cat 6 Cable *throughout* the building
  - i. The City currently has phone jacks and Cat 3 and Cat 4 cables
- 2) Secure Installation
  - i. No exposed wires that could be compromised:
    - a. Currently can be physically cut or pulled
    - b. They can be tapped into, called “snipping” which gives access to sensitive information
- 3) Proper installation of NEW Cable
  - Securing loose jacks – use of Conduit piping
  - Use of building code standards for installation Using J Hooks over the Ceiling tiles, so the cables are not resting on the tiles



Staircase 1<sup>st</sup> and 2<sup>nd</sup> Floor  
On the Administration side of City Hall





## Removal of Old Phone System Technology

- Large amounts of wiring on what is called Fire or Back boards, and Metal covers and plastic pieces on these boards
  - From the Basement
  - From the Election Closet
  - Old Phone system box - From the Basement
  - Old Phone system-related support pieces of equipment



# Old Technology in the Basement





# ELECTION CLOSET Old Phone Technology






# Technology to be placed in a rack

Remove Phone,  
Internet, and  
Verkada Camera  
Control from the  
Finance Director's  
Office to a Secure  
Locking Rack  
Cabinet (on the  
2<sup>nd</sup> floor)





### NavePoint 22U 600mm Depth

SKU: 00404140 [WRITE A REVIEW](#)

**IN STOCK**

This Performance Series 22U 600mm depth network cabinet offers the performance and versatility in organizing and securing your 19" networking equipment. It's easy to deploy the Performance Series 22U 600mm depth network cabinet, whether wall mounted, or freestanding on casters in areas where space is limited. Removable, locking side panels allow access, an L-shaped handle allows you to change the direction of the door opening, and (2) ventilation help keep your equipment safe from overheating. Attractive, reliably reinforced, tempered glass front panel.

**\$635.00** Order by 2pm

QUANTITY:

**ADD TO QUOTE**

[Email](#) [Print](#) [Facebook](#) [Twitter](#) [LinkedIn](#) [Pinterest](#)

# Other Factors to Consider

- 1) **2 FAX numbers** for Police and Administrative Offices
- 2) **Voice Mail for City Council**
  - i. Will transcribe voice mail messages to email messages automatically
- 3) **3 Hotline Phones – use a different system**
  - i. The Direct to Dispatch Phone in the doorway by the Police Station
  - ii. The White Phone on the Wall of the Police Department (LEIN Phone)
  - iii. The Phone to 911 on the Pole located outside the Police Station
- 4) The Actual Cost of the “phone bill”
- 5) The Actual Cost of the bill for the “FAX” lines bill
- 6) The support and Service that we will receive for the system – All will have new warranties
  - i. In case something breaks, all companies are offering remote diagnostic services
  - ii. BSB was the only company that promoted its in-person service call availability



# Choosing On Premise or Cloud based System

- a. Phones are also being replaced for the **Police Department**.
  - i. They need separate cables dropped for each phone due to their security protocol – Admin phones will just be plugged into our Computers
- b. The on-premises system is the most secure, but costs more **initially**
  - i. The On Premise meets the new Security Standards: TLS 1.3 Encryption
    1. TLS 1.3 is the latest version of the Transport Layer Security protocol, designed to enhance security and speed up internet communication
    2. Meets CJIS police security standards
    3. Cloud systems can meet these standards too, and work with the IT department



# Our Preference is a Stand-Alone Desk phone:



Yealink T33G



Yealink T54G

Administrative staff will receive upgraded desk phones.

- i. Similar to existing phones.
- ii. There are 3 major choices of IP phones:
  - 1. Mitel – Which we currently use
  - 2. Yealink
  - 3. Ubiquiti – completely different, cell phone design



Ubiquiti Example



MiTel 6915



MiTel 6930



# Upgraded system and a chance to save money long term.

Comparing the Costs of:

- a. The long-term price of the Monthly Phone Bill
- b. The Service from the Phone Provider
- c. The Actual Cost of the New Phones
- d. The Cabling/Removal of old Cables and Technology cost
- e. The Actual Equipment Cost, which supports the Phone System, includes the different components that are needed to support the phone system



	BSB – On Premise	BSB - CLOUD	ABILITA - CLOUD	BLACK ROCK-CLOUD
<b>TOTAL INSTALL PRICE</b>	\$27,108.85	\$18,128.69	\$15,369.30	\$28,565
<b>Monthly Phone Bill</b>	\$164.43	\$395.78	\$414.00	\$225.00
	Ooma Co.	Intermedia/BSB Elevate		\$25 x 9 lines
<b>Monthly FAX Bill</b>	\$79.90	\$25.98	\$37.80	Admin 1, Police 8 \$_____ waiting for info
	\$39.95 per Fax line	\$12.98 each =	\$18.90 per Fax line	Not Sure yet, not given this information
	Admin & Police	Admin & Police	Admin & Police	
		Transcribe voicemails to email		
<b>Monthly Surcharges</b>	Inc. surcharges	\$119.28	Plus Surcharges, not listed, should be same mandatory charges of \$119.28	Not given this information
<b>Monthly Phone Support/Service Cost</b>	They will come out or Remote in, for free if it is a MiTel Warranty issue for 3 years. \$175 an hour if we need a Service Call	No Additional Charge, but Support is Included – Remote, they will not charge to come out for CLOUD	Remote included	Not given
<b>Ooma Set up 1 time Charge</b>	\$589.99 (27,698.84)	Included in CLOUD	Included in CLOUD	
<b>TOTAL BILL</b>	\$244.33	\$541.04	\$571.08	~\$275 (unable to confirm)
<b>Estimated Monthly Savings post Upgrade</b>	\$396.67/month	\$99.96/month	\$ 69.92/month	~\$366 (unable to confirm)
<b>Total Current BSB Bill:</b>	\$641.00 - 678.25 Intermedia Carrier Only			