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- The current phone system is a digital, outdated technology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



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 Cat4 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





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





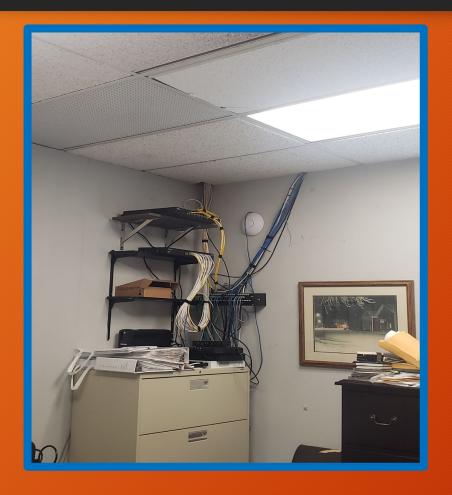




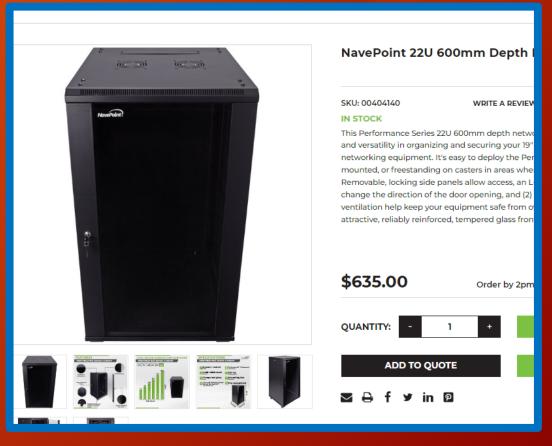
ELECTION CLOSET Old Phone Technology



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 2nd floor)



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 <u>"phone bill"</u>
- 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:



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











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
	Bob Cirricinise	555 61665	ABILITY CLOUD	DEACH HOCK GEOOD
TOTAL INSTALL PRICE	\$27,108.85	\$18,128.69	\$15,369.30	\$28,565
Monthly Phone Bill	\$164.43	\$395.78	\$414.00	\$225.00
	Ooma Co.	Intermedia/BSB Elevate		\$25 x 9 lines
				Admin 1, Police 8
Monthly FAX Bill	\$79.90	\$25.98	\$37.80	\$ waiting for info
	\$39.95 per Fax line	\$12.98 each =	\$18.90 per Fax line	Not Sure yet, not given this
	Admin & Police	Admin & Police	Admin & Police	information
		Transcribe voicemails to email		
Monthly Surcharges	Inc. surcharges	\$119.28	Plus Surcharges, not listed, should be same mandatory charges of \$119.28	Not given this information
Monthly Phone Support/Service Cost	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
Ooma Set up 1 time Charge	\$589.99 (27,698.84)	Included in CLOUD	Included in CLOUD	
TOTAL BILL	\$244.33	\$541.04	\$571.08	~\$275 (unable to confirm)
Estimated Monthly Savings post Upgrade	\$396.67/month	\$99.96/month	\$ 69.92/month	~\$366 (unable to confirm)
Total Current BSB Bill:	\$641.00 - 678.25			

Intermedia Carrier Only