



Levy County Board of County Commissioners Agenda Item Summary Form

1. **Name and Title:** Mary-Ellen Harper, County Manager
2. **Department:** Board of County Commissioners
3. **Meeting Date:** Tuesday, October 21, 2025

4. **Requested Action:**

Approve transitioning 119 county desk phones to Verizon One Talk using the Florida Department of Management Services Contract [DMS-19/20-006C](#) at a cost of \$18.64 per phone per month for an annual cost of \$26,617.92.

5. **Cost & Funding Source:**

Funding for phone lines is included in each county department's budget.

6. **Justification of Request:**

The transition of the county phone system will ensure continuity of operations as well as provide cost efficiencies. The county presently relies on a number of different providers for phone service at different locations. One of these providers is DMS, who has advised the county that they will be discontinuing this service next year. DMS currently charges \$22.49 per phone per month. Some of the county's other providers charge even higher rates. When complete, the transition to Verizon will reduce the monthly cost to \$18.64 per phone per month and will also allow for a reduction in the overall number of phone lines because of the "hunt group" technology that allows for a department to have a single phone number with capacity for multiple calls to come and go out at the same time.

In the past, when the Government Center lost power, the phones stopped working. With Verizon One Talk, an employee's phone number works entirely independently of his or her physical device. An employee with One Talk may use one or more of the following as a device to make or receive calls:

- Smartphone Native Dialer. Connect mobile employees to the office and customers from their smartphone native keypad—all over the reliable and award-winning Verizon wireless network
- Mobile App for smartphones and tablets. Enable employees using agency-owned or personal smartphones and tablets (including other carrier devices) to access One Talk features from a single number
- Desktop App for computers. Easily make and receive voice/video calls and SMS/text messages on your computer (PC or Mac®), similar to using your smartphone When employees use a smartphone or a mobile app as their One Talk device and communications at their office location go down, they can simply work from anywhere their mobile device has service or an internet connection.
- If an employee normally uses a One Talk desk phone at the office and unexpectedly needs to work elsewhere because of a site or site access outage, the employee can disconnect the desk phone and reconnect it to the internet at another location (and update the 911 address). Or the employee can simply download and use the mobile app to make or receive calls.