



# AGENDA REPORT

New Haven, Michigan

Meeting Type

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<b>MEETING DATE:</b>	12 August 2025
<b>DEPARTMENT:</b>	Office of the President
<b>DATE SUBMITTED:</b>	6 August 2025
<b>PREPARED BY:</b>	Brian Meissen
<b>ITEM TITLE:</b>	VC3 Phone System Implementation

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## EXECUTIVE SUMMARY:

Tuesday, July 15<sup>th</sup>, SYO informed me that our phone system was taken offline because our 90-day termination period had expired. I was verbally told over the phone that he could get our phone system back up and running for \$4,800.

I reached out to VC3 to get a comparison quote from them to see how much it would cost to get up and running with them. Unfortunately, it did take some time to get all the information together, but eventually (Friday, July 18<sup>th</sup>) I received the quote to get us back up and running with a one-time implementation fee of \$4,500 and approximately \$550 monthly.

I could not in good faith choose to go back to SYO after they shut our phone system off without warning. Because we do receive calls to the FD which should otherwise be routed through 911, I considered this an emergency circumstance and authorized VC3 to move forward with implementation. Additionally, I learned that the Village still owns the old New Haven Police Department number which automatically routes to MCSD's dispatch, furthering the rationale that this was an emergency – those who were trying to call for police services were getting service disconnected error messages when calling.

Council was sent the email on July 21<sup>st</sup> to let everyone know I was working with VC3 to get us back online. On July 23<sup>rd</sup>, I reached out to SYO to request the necessary information to port our phone numbers over to VC3's control and was later informed that their office was on vacation until July 29<sup>th</sup>. On July 30<sup>th</sup>, SYO forwarded over the necessary information and the porting of the phone numbers commenced. By August 1<sup>st</sup>, our phone system was live, and we were able to receive inbound calls.

While all this was going on, new phones were shipped to us and set up throughout the office. I had used the quote from SYO when we originally set up our VOIP system which turned out to be more phones than necessary, so the true monthly cost is going to be lower than what was originally quoted since the quote was based on the number of phones and extensions. Lastly, since the phones through SYO were purchased and no longer necessary, we will be able to factory reset and sell the old phones to recoup some of the cost it took to get us back online.

**RECOMMENDED ACTION:**

Approval of the implementation quote from VC3 in the amount of \$4,620.