



To: Mayor and City Council  
From: Dylan Mulfinger, City Administrator  
Subject: VOIP Phones  
Date: 4/27/2026

---

One of the plans to reduce the city's budget was to switch voice over internet protocol (VOIP) provider. The city made the initial switch to Ring Central. The city was moving to Mitel, but Mitel was bought out by Ring Central at the 11<sup>th</sup> hour of the transition. The city did a three-year contract with Ring Central.

Eight months before the end of the Ring Central contract, the city worked with RSPN, now Corporate Technologies, to find a new provider. Corporate Technologies recommended Nuwave communications. Nuwave and the city agreed to start the process in the fall before the end of the Ring Central contract.

Setup and transition with Nuwave was rough. The point person from Corporate Technologies went on leave, and ultimately left the company. Nuwave also provided little support for the Teams product, and did not provide any training. The city quickly learned Nuwave and Corporate Technologies were not in a position to support the phone system.

Flipping the switch to Nuwave was a mess. Nuwave recommended phones which were compatible with Teams, but not native to Teams. This proved to be a large detriment to the system and required the city to invest \$6,930 on making the phones compatible with the city's Teams network. This cost came after Corporate Technologies already reduced the bill, because they understood they made the initial recommendation.

The current situation is a phone system which has delays and lacks basic abilities for phone transfers. While the city is saving \$800 monthly, the current situation is not sustainable. The City Administrator is currently in negotiations with Nuwave to mutually end the contract. The city's initial investment in the poly phones was \$6,592. The city plans to sell the phones and switch to a new company and purchase new phones. The City Administrator is asking the city council to approve a new contract for phones. The contract will be provided in May for a City Council approval.