



To: Mayor and City Council
From: Dylan Mulfinger
Subject: VoIP Change to Teams
Date: 9/8/2025

The city's three-year contract with Ring Central will end October 31, 2025. The city uses Ring Central for Voice over Internet Protocol (VOIP). VoIP is phones over the internet and not traditional copper phone lines. The cost of Ring Central is rising so the city looked at two new vendors. The recommended vendor is NUWAVE who uses Microsoft Teams.

| Company | Monthly Cost |
|-----------------------|--------------|
| NUWAVE | \$381.25 |
| Microsoft Teams Phone | \$480.00 |
| Total | \$861.25 |

One Time Cost

| Company | One Time Cost |
|----------------------|---------------|
| NUWAVE On Board | \$532.00 |
| NUWAVE Phones (Poly) | \$6,592.50 |
| Total | \$7,124.50 |

We should also see savings when we port over our exiting phones lines and stop paying Mediacom. While we will not have phones if the internet is out, we lose most of our ability to provide services anyway without internet. This will be a quick transition for the city staff.