



Village of Poplar Grove – Board Meeting Memo

David Howe
Public Works
6/4/2025

Subject:
Comcast

1. Background:

The Village staff has identified the need to upgrade our current internet and phone services to improve reliability, performance, and cost-efficiency. Additionally, there is a strong interest in consolidating services currently spread across five different providers into a single provider. This consolidation is expected to upgrade services across the board and reduce overall expenses.

2. Current Status:

Staff, along with President Richardson, met with representatives from Comcast to discuss the Village's current internet, phone, and cellular service needs. We provided a detailed overview of the services we currently utilize and requested a proposal for equivalent or improved service coverage.

Comcast responded with a comprehensive quote that covers all existing services, including:

- Cellular service
- Village Hall internet and phone service
- Landline service at our wells and lift stations

Their proposal not only replaces all existing services but does so with substantial upgrades across the board. Highlights include:

- Internet speeds approximately **20 times** faster than our current service.
- A backup internet connection to ensure continued connectivity at Village Hall during outages.
- Enhanced phone system features not currently available with our existing provider.
- Upgraded mobile devices for staff at a lower cost, including larger tablets for DPW personnel to facilitate reading plans, maps, and completing work orders more efficiently. Each staff member will now be equipped with their own device.
- A seamless transition for landlines at wells and lift stations from POTS (Plain Old Telephone Service) to internet-based dialers. This capability is crucial as POTS lines are phased out, and it is something our current provider cannot support.

Overall, this proposal represents a significant improvement in service quality, reliability, and efficiency—all at a lower total cost to the Village.

3. Fiscal Impact:

The proposed switch to Comcast for all services would result in a consolidated monthly cost of **\$1,303.00**. Currently, these services are provided through a combination of vendors—Mediacom, GoTo, Verizon Wireless, US Cellular, and Frontier Communications—at a total monthly cost of **\$2,099.09**. This change represents a **monthly savings of \$796.09**.

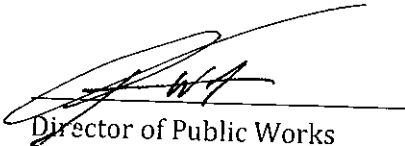
In addition to the monthly cost, there will be a **one-time installation expense of \$1,604.60** to establish line connectivity and install the phones at the Village Hall, Wellhouses, Plants, and Lift Stations. This upfront cost is expected to be fully offset by the monthly savings in just over **two months**, making the transition a financially advantageous decision in both the short and long term.

4. Recommendation:

It is my recommendation to proceed with switching to Comcast for all internet, phone, and cellular services.

5. Supporting Documents (if applicable):

☒ Attached - Comcast Quote



Director of Public Works

Comcast Business Proposal

Village Hall Internet

- 1.25 GIG Internet
- 5 Static Ips
- Comcast Modem
- Connection Pro Wireless Back-Up (Internet never goes down)

\$259.90 per month

Free install with phone system. \$129.95 install fee without phone system

Village Hall Phone System

- 10 Business Voice Edge Seats
- 7 Poly 600 Phones
- 3 Poly VVX 250 basic phones
- Comcast Business VoiceEdge app included

\$340.15 per month

\$50 install fee

\$55 discount off internet pricing above with phone system (\$203.85 instead of \$259.90)

Mobile Service

- 4 unlimited data cell phones
 - 1 New iPhone 16 \$17.92 per month (24 months)
 - 1 Samsung A36 on us for basic phone
 - Both Android phones are compatible and can be brought over
- 4 Apple iPads
 - Apple iPad A16 – 11-inch screens, compatible with Apple pencil

Cellular and iPad service \$180 per month

2 cell phone and 4 iPad payments (24-month interest free) \$59.60 per month

Total monthly for cellular including service and payments: \$239.60

\$400 worth of VISA Gift Cards

Well and Lift Zone landlines

12 Analog lines including equipment (NWWTP 610 S State ST has 2 numbers) Note: will need to confirmed exact address for Water Tower & Well 3 on RTE 173)

\$519.40 total before taxes and fees (Taxes and fees roughly \$20 per site so around \$220)

\$129.95 One-time install fee per site

Note: We discussed someday these may need to be upgraded. Once our wiring has been run to each location. We can easily reconfigure to internet if needed

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