



MEMORANDUM

TO: Mayor Jones and Members of the Board

FROM: Kathleen Schmitz, Town Clerk

DATE: August 18, 2022

RE: Microsoft Teams Phone Service

DISCUSSION:

As a follow-up to the Boards request for Town assigned phone numbers, Staff is proposing a move from the current VOIP provider to Microsoft. The change would involve an upgrade of service plans and an annual cost increase of \$1,945.00. Following the migration in service, business phone numbers will be issued the Trustees and Staff.

ATTACHMENT:

Exhibit A: Cost and Service Comparison

Exhibit A

Cost Comparison

Current		Potential Upgrade	
Intermedia Unite	Microsoft Teams	Intermedia Unite	Microsoft Teams*
\$28.97/Month \$347.64/Annual	\$44.00/Month \$528.00/Annual	\$228.89/month \$2,746.68/annual *With this option the Basic Teams annual cost of \$528 would still be needed, resulting in total annual cost of \$3,274.68	\$235.00/Month \$2,820.00/Annual **First year cost would be \$2,520 due to promotion ***With this option we could terminate Intermedia Unite resulting in a total annual cost of \$2,820.

Service Comparison

Current		Potential Upgrade	
Intermedia Unite	Microsoft Teams	Intermedia Unite	Microsoft Teams*
1 Phone Number 1 Text Number 1 Conference Line	0 phone lines 11 Microsoft Exchange licenses with intro Teams function	9 Phone Number 1 Text Number 1 Conference Line	9 phone lines 1 Conference Line 10 Microsoft Exchange licenses with Teams function —All Trustees would have Microsoft online (Excel/Word, etc.)

*Recommended Solution