



CITY OF WAUKESHA

Administration

201 Delafield Street, Waukesha, WI 53188
 Tel: 262.524.3701 fax: 262.524.3899
 www.waukesha-wi.gov

Committee: Information Technology Board	Date: 11/4/2020
Common Council Item Number: ID#20-1337	Date: 11/5/2020
Submitted By: Chris Pofahl	City Administrator Approval: Kevin Lahner, City Administrator KML
Finance Department Review: Bridget Souffrant, Finance Director BS	City Attorney's Office Review: Brian Running, City Attorney BR
Subject: Review and Act on a request to amend the agreement with Windstream for telephone services.	

Details:

The City currently uses Windstream as its telephone service provider. The current service is for 2 PRI lines, and will change in the new City Hall to a 20mb dedicated fiber line that includes 50 SIP call paths, which matches the 2 PRI lines. The contract must be amended to provide for this new service.

Updated:

Our Windstream account representative, he did not take the failover setup into consideration with his proposal. He is looking into see if the failover setup will still work or if they will have to run fiber into the building. While talking with our rep, he also stated that they had to look and see if it was worth it to Windstream to build the new service into City Hall.

Additional Information the ITB asked for:

401 Direct Inward Dial
 262 Analog lines (10 will be converted to DID's at the new City Hall)

Proposals

Notes:

- All carriers require that their own fiber be used so they can guarantee Quality of Service.
- Running copper into the new City Hall is not an option. The copper lines are owned by AT&T, and they only run fiber now.

Windstream: 20MB Fiber with 50 Sip call paths \$1497.00 per month for 36 months. With backup PRI's at the PD, the monthly cost is 2052.88. An assumption is being made that if Windstream the has to run fiber into the PD the total monthly charge would be \$2994.00. Build costs are included in the monthly pricing.

AT&T: 10MB Fiber 50 SIP call paths, \$2042.56 (\$1021.28 per location) for 24 months. With AT&T we are not locked into the 50 SIP paths, so if find that we are only using 30, we can reduce the number of paths (\$11 per path). We know that the 46 paths we have now is more than adequate, but we have no analytics to know if we are over provisioned with the PRI's. Build costs are waved.



Spectrum: Spectrum was unsure if they could do the backup at the PD and only gave pricing for the call paths, but not access charges or any fees. Pricing for call paths only, at City Hall only is \$720.

Options & Alternatives:

Option 1: The only other option would be to go out to bid for phones services and switch telco providers. With the amount of moving parts with the move to City Hall this would not be recommended.

Financial Remarks:

The monthly cost for the 2 PRI lines at City Hall and the backup at the PD is \$2052.88. The new service with AT&T will be \$2042.56

Executive Recommendation:

Recommendation is to switch to AT&T

**WINDSTREAM
ENTERPRISE**

ACCOUNT ACTIVITY

DATE OF INVOICE 01/04/20
INVOICE PERIOD 12/04/19 - 01/03/20



MONTHLY CHARGES				
Period	Description	Quantity	Cost Per Unit	Amount
01/04/2020 - 02/03/2020	Access Recovery Charge	3	\$15.0000	\$45.0000 ⁺
01/04/2020 - 02/03/2020	DID Station Number(s) Charge	9	\$6.0000	\$54.0000 ⁺
01/04/2020 - 02/03/2020	FSLC Charge	10	\$9.2000	\$92.0000
01/04/2020 - 02/03/2020	Mixed Use Circuit Charge [REDACTED]	1	\$82.4400	\$82.4400
01/04/2020 - 02/03/2020	Mixed Use Circuit Charge [REDACTED]	1	\$82.4400	\$82.4400
01/04/2020 - 02/03/2020	PRI T1	2	\$100.0000	\$200.0000 ⁺
TOTAL MONTHLY CHARGES				\$555.8800

OTHER CHARGES AND CREDITS

Date	Description	Amount
01/03/2020	Administrative Services Fee (ASF) Charge	\$22,220.00

OF WAUKESHA-CITY HALL

MONTHLY CHARGES

Period	Description	Quantity	Cost Per Unit	Amount
01/04/2020 - 02/03/2020	Access Recovery Charge	37	\$3.0000	\$111.0000 ⁺
01/04/2020 - 02/03/2020	Access Recovery Charge	2	\$15.0000	\$30.0000 ⁺
01/04/2020 - 02/03/2020	Additional Directory Listing	31	\$6.0000	\$186.0000 ⁺
01/04/2020 - 02/03/2020	Business Line	2	\$9.8000	\$19.6000 ⁺
01/04/2020 - 02/03/2020	Business Line	35	\$7.8000	\$273.0000 ⁺
01/04/2020 - 02/03/2020	DID Station Number(s) Charge	22	\$6.0000	\$132.0000 ⁺
01/04/2020 - 02/03/2020	Emergency Contact Service Charge	1	\$25.0000	\$25.0000
01/04/2020 - 02/03/2020	FSLC Charge	42	\$9.2000	\$386.4000
01/04/2020 - 02/03/2020	Main Listing	1	\$0.0000	\$0.0000 ⁺
01/04/2020 - 02/03/2020	Mixed Use Circuit Charge [REDACTED]	1	\$82.4400	\$82.4400
01/04/2020 - 02/03/2020	Mixed Use Circuit Charge [REDACTED]	1	\$82.4400	\$82.4400
01/04/2020 - 02/03/2020	National Access Charge - Single Line	37	\$3.4800	\$128.7600 ⁺
01/04/2020 - 02/03/2020	PRI T1	1	\$100.0000	\$100.0000 ⁺
TOTAL MONTHLY CHARGES				\$1,556.6400