



SERVICES

VERIZON SESSION INITIATION PROTOCOL (SIP) AGREEMENT

Lisa Kent - CIO



COUNCIL ACTION SUMMARY

Council Action Request	Spending Authority Increase Request
Purpose	Continue to provide the necessary connectivity for the City's VoIP (Voice over IP) telephone system to accommodate inbound and outbound voice calls. SIP trunks carry telecommunications traffic for the City's 15,000+ IP telephones and multiple public-facing call/contact centers.
Requested Spend Authority	\$1,582,715.87
Term	June 2023
Primary Department Users	All City Departments

Session Initiation Protocol (SIP) Services

- **SIP Trunks replace traditional PSTN (Public Switched Telephone Network) infrastructure, which utilize copper-based phone lines, with virtual phone lines that enable customers to make and receive phone calls over IP networks.**
- **SIP provides more features than PSTN and is very scalable. SIP services can quickly expand without the need to install additional physical infrastructure.**
- **The City currently has approximately 15,000 phones at 350 sites and 35 Call Centers. They all are sharing the centralized SIP services which are served at the City's data centers supporting up to 2,070 simultaneous calls. These services provide a significant cost savings over PSTN network while reducing complexity, administrative overhead, and enhancing resiliency.**



Detail Expense Breakdown



Requested Spending Authority

Fund	Original Allocation	FY2020 Actuals	FY2021 Actuals	FY2022 Actuals	Remaining Allocation
Central Services Revolving Fund (1002)	\$2,500,030.60	\$448,892.31	\$1,183,974.69	\$595,087.63	\$272,075.97

FY2022 Projected Spend	\$611,528.66
FY2023 Projected Spend	\$1,243,263.18
REQUEST	\$1,582,715.87

Q&A

