## CESSATION OF PHONE LINES/CONTRACT

Following issues with the TalkTalk Broadband, the Clerk has been looking into alternative options.

### 1.0 Currently:

1.1. The current supplier of broadband into the office (which supports both phone and IT systems) charges a monthly figure to include for line rental of a number associated with this provision. Major issues have arisen with the broadband supply that have been tracked back to the copper wiring at the Openreach exchange which supplies the whole of Keynsham (ie all other broadband providers including Virgin, etc are also affected) The historic contract is on a monthly rollover and the supplier are offering an alternative package which also includes for broadband, the line rental of the Council's main phone number and all calls/call forwarding for £24pcm which the Town Council could migrate to without penalty from the existing broadband supplier.

1.2. However, in addition to the current broadband supply (£40.95 pcm) the Council currently pays a line/calls package of £125 per month with phone rental/maintenance for approx. £75 per quarter with another supplier on an annual rollover contract.

There are 4 landlines associated with this package with a current rental of approx. £12.75 per number per month. 3 numbers are:

(i) Council main phone number 0117 986 8683
(ii) Council fax number (no longer used)
(iii) Another number purpose unknown (suspect auxiliary back-up if main number goes down)
(iv) The remaining number is exclusively for Redcare Alarm monitoring via our monitoring provider and to change this provision we would need to contact the alarm maintenance provider.

The contract with this supplier is an annual contract renewed on 1st October that rolls over automatically each year unless 42 days notice of termination is given.

The system is currently not configured for call forwarding – hence why the Council has been unable to use the main landline number for the last year. In addition other suppliers have commented there is a block on the Council's main phone number that prevents porting the number to another supplier which presumably is because of the fixed term contract currently in place.

### 2.0 New options

(a) Broadband:
(i) [redacted] fibre to cabinet for IT £39 monthly – still dependent upon Keynsham exchange but maybe use this purely for IT
(ii) [redacted] fibre with unlimited calls/call forwarding if one number can be ported £24 pcm for one landline number and broadband – use this for phones only

(b) Phone lines
(i) [redacted] reduce to one number and enable call forwarding £76.60 pcm
(ii) [redacted] - £24pcm -

(c) Alarm monitoring

The Alarm company wish to move all their customers to radiowave monitoring via 4G as BT Redcare is phasing out its analogue lines/monitoring. The line rental associated with this and currently paid to the Council's existing supplier will therefore no longer be necessary

Cost £180 installation plus an additional £54 per annum monitoring fee on top of current monitoring fee
(N.B. Less the current cost of the line rental of £144 per year paid to [redacted])

(d) Telephone handsets

(i) Keep analogue Toshiba (not compatible with VOIP) and continue rental/maintenance contract

(ii) Buy refurbished digital approx. £55

(e) Complete VOIP system (landline and phone sets on service basis)

Supplier: [redacted]

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|---|---|
| Monthly rental landlines/call package | £14.95 per user (up to 10) pcm |
| Monthly rental phones | £1.74 per user |

(Alternatively Purchase phones at £51.74 each)

Summary

There is still some work/options to cost for in respect of broadband/phone systems before a final complete package for the Town Council's requirements can be considered. However, the Finance & Policy Committee has made two recommendations that need to be acted on without further delay as follows

**RECOMMENDATIONS**

i) To give notice to the current supplier to terminate the calls package contract on 1st October currently costing £125 pcm

ii) To initiate the transfer of the alarm monitoring to 4G radio at a cost of £180 installation plus and additional £54per annum monitoring fee, taking into account the savings of £144 on the existing line rental being paid to the call package supplier.