



MEMORANDUM

TO: Satpal Singh Sidhu, County Executive
Whatcom County Council

THROUGH: Tyler Schroeder, Deputy Executive

FROM: Perry Rice, IT Manager *PR*

RE: Contract for Telecommunications Trunk Line Services

DATE: November 29, 2020

Enclosed for your consideration is the proposed agreement between Whatcom County and CenturyLink Communications, LLC (CenturyLink) for telecommunications trunk line services.

• **Background and Purpose**

Whatcom County currently has five CenturyLink telecommunications Primary Rate Interface (PRI) trunk lines in place that are used for all outgoing and incoming local telecommunications calls to Whatcom County government buildings. This service also provides:

- PS/ALI (private switch/automatic location identification) used for E911
- Over 2,000 Direct Inward Dial (DID) numbers.

CenturyLink is in the process of transitioning customers from PRI to Session Initiation Protocol (SIP) trunk lines. The CenturyLink SIP trunk line product is called Voice Complete. SIP trunk lines allow more flexibility for disaster recovery, reporting and will be less costly than continuing with PRI trunk lines in the future.

This proposed three-year agreement with CenturyLink for the Voice Complete services uses favorable prices established by the nationwide NASPO Value Point – Cloud Solutions contract (Master Agreement #AR2474) and the State of Washington Participating Addendum (Contract #05116). City of Bellingham and over 30 other local government entities in the State of Washington are now using the CenturyLink Voice Complete services using the state contract.

In a second phase of this project, Whatcom County will be re-evaluating long distance calling services of our current vendor (Magna5) with Voice Complete and other vendor offerings.

• **Funding Amount and Source**

This agreement is \$2,947.98 per month which includes estimated taxes, fees and surcharges which vary over time. The total estimated amount over the three-year agreement would be \$106,127.17. The source of funding are interfunds to all county departments.

Please contact Perry Rice at x5235 if you have any questions regarding this agreement.