



MEMORANDUM

TO: Satpal Sidhu, County Executive
Whatcom County Council

THROUGH: Aly Pennucci, Deputy County Executive *AP*

FROM: Perry Rice, IT Director *PR*

RE: Contract for Telecommunications Access Lines & Services

DATE: October 23, 2025

Enclosed for your consideration is the proposed agreement between Whatcom County and CenturyLink Communications, LLC dba Lumen Technologies Group (CenturyLink) for telecommunications access lines & services.

• **Background and Purpose**

In 2021, Whatcom County entered into a 3-year agreement (#2020012002) with CenturyLink for telecommunications services using a State of Washington contract that has since transitioned into a month-by-month arrangement. CenturyLink provides Whatcom County with five telecommunications Primary Rate Interface (PRI) trunk lines that are used for all outgoing and incoming local telecommunications calls. A sixth PRI trunk line provided by another vendor is in place for long distance calls. CenturyLink also provides E911 services and over 2,000 unique phone numbers to Whatcom County government.

CenturyLink is in the process of transitioning customers from the legacy PRI trunk lines to Session Initiation Protocol (SIP) trunk lines. SIP trunk lines allow more flexibility for disaster recovery, reporting and will be less costly than continuing with PRI trunk lines in the future. CenturyLink also offers flat fee long distance calling that would be less costly than using our current vendor.

The proposed three-year agreement with CenturyLink provides modern SIP trunk lines, E911 services, 2,222 unique phone numbers and flat fee long distance calling. We estimate that the proposed agreement would reduce monthly telecommunications costs from approximately \$6,000 per month to approximately \$4,000 per month.

The agreement with CenturyLink uses the nationwide NASPO Value Point – Cloud Solutions contract (Master Agreement #AR2474) and the State of WA Participating Addendum (#05116).

• **Funding Amount and Source**

This agreement is \$4,023.57 per month using estimated taxes, fees and surcharges which vary over time. The total estimated amount over the three-year agreement would be \$144,848.70. The sources of funding are interfund charges to all county department budgets.

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