

# Town Hall – Telephone system (including Swaffham Museum)

## Background

BT are planning to shut off their traditional (ISDN and PSTN) phone lines, in favour of IP systems - VOIP and SIP – wef 2020.

### **The Basics**

- **PSTN - Public Switched Technology Network** - a traditional landline setup you may be familiar with and may currently have in your business.
- **ISDN - Integrated Services Digital Network** - a digital phone system that uses a traditional PSTN network.
- **IP technology** - IP stands for Internet Protocol. There are two main types of IP phone system.
  - **VOIP - Voice Over Internet Protocol** - makes and receives phone calls over the internet. This is the most common IP system.
  - **SIP - Session Initiation Protocol** - Rather than just sending voice data like the VOIP phone system, SIP will send and receive any multimedia data - such as video calls.

} Old systems now

In technical terms, IP systems work by turning analogue voice into digital signals that are then transferred through the internet - *calls are routed through the internet rather than fixed*

### Aim

We need to swap out our current system for a VOIP or Cloud system or look elsewhere for an alternative solution asap.- Town Hall & Museum:

1. Move to new internet based systems – monthly outlay
2. Set up costs – including new handsets

Benefits	Concerns
<p><b>Cheaper Costs</b> - As calls are routed through the internet, rather than traditional copper lines, this reduces the cost of the calls.</p> <p>Installation charges and maintenance are also relatively cheap for this type of system.</p> <p><b>Improved Flexibility</b> - Not being restricted to fixed lines means you can make and take calls whenever you need to with your business phone system.</p> <p>If you have staff who work in a different location, or work from home, you can all still stay connected through one central phone system.</p>	<ul style="list-style-type: none"> <li>• The Cloud system is totally reliant on our internet connection.</li> <li>•</li> </ul>

### Specification:

Phone Lines & handsets:

- a. 01760721230 – Swaffham Heritage
  1. Tourist Information Centre - shop
- b. 01760722922 – main office line
  1. Richard 2. Claire 3. Hannah 4. Kerry 5. Sue/Ruth 6. Graham 7. Room 3 8. Chamber room

*Includes 2 extra handsets – Graham & Room 3*

## Quotes

The following quotes have been obtained for consideration:









<b>Current Costs - Immervox – broadband, telephone lines etc - £95.69 p/m plus calls</b>		
<b>1. Move to VOIP</b>	<b>Cloud</b>	<b>2. Set up - costs one off</b>
<b>Immervox</b>		
9 x iVox IP Telephony - subscription 1 x iVox Broadband – voice broadband 1 x iVox Telephony - Premium Analogue <b><u>£151.05 per month</u></b>	Don't do	9 x iVox Voice Equipment - Horizon - Handset - Polycom VVX411 1 x iVox Voice Equipment - Horizon - Delivery Band 1 1 x iVox Broadband - Assured - Activation & Router – 1 x iVox Data Equipment - Netgear 16 port POE switch 2 x Porting of your existing ISDN services <b><u>£708.77</u></b>
<b>Convergence Communications, Ely – Lee Harrison</b>		
Cloud server located on premise x1 16 port POE Switch x1 managed router x9 Business Licenses for all users x9 HD display WP480G colour handsets x1 full installation x1 full user and administration training <b><u>£120.00 per month</u></b> 3-year term (owned by Swaffham Town Council after this period) <i>For outright purchase price of <b><u>£3,595.00+Vat</u></b></i>  <b>PLUS –</b>  <b>Monthly services</b> x1 FTTC converged high speed internet circuit (60-80 Mbps Downstream & 17-20 Upstream) x3 SIP lines which include local, national and UK mobile calls 1x PSTN Analogue line to support circuit 1x inclusive maintenance support <b><u>£100.00 per month</u></b>	1 x FTTC Circuit for Internet & Cloud Assured connection (60-80Mbps downstream 17-20 Mbps Upstream) 1 x line rental 9 x Cloud User profiles 9 x Polycom VVX411 IP HD Handsets 9 x Mobile Apps 1 x All Local, national and UK mobile calls 1 x TP Link router 9 x AC Adaptors 1 x Installation 1 x Porting of multiple existing number 1 x Delivery 1 x Full Ongoing support <b><u>£164.50 per month</u></b> <b>(3 year contract)</b>	(no upfront fees)
<b>8x8 UK</b>		
Don't do	1 x 8x8 Implementation Starter 9 x Series - X1 1 x Base Number 9 x Polycom VVX 201 handsets 9 x Polycom Power Supply for <b><u>£90.00 per month</u></b>	<b><u>£54.00 – delivery charge</u></b>
<b>Network Telecom</b>		
Booked in to visit 28/6 – if we want a further comparison		
<b>BT – Cloud</b>		
Awaiting quote		

## Recommendation

An onsite visit is needed by any agreed provider – to agree exact requirements, ensure no hidden costs etc

## The Best Business VoIP Phone Providers of 2019

We've researched over 200 business VoIP phone systems, and filtered out the best providers on their reliability, customer service, features, customer reviews, and pricing. Combine our top picks below.

PROVIDER	FEATURES	MONEY BACK	REVIEWS	MORE DETAILS
	<b>8x8 X Series Transforms the Customer Experience</b> <ul style="list-style-type: none"> <li>✓ Voice, Text, Web Conferencing &amp; Mobile Apps</li> <li>✓ Unlimited Calling Plans with Flexible Pricing</li> <li>✓ Simple Administration + First Month Free</li> </ul>	Cancel Anytime. Terms Apply	<b>4.9</b>  <small>READ REVIEWS</small>	<a href="#">Get Pricing &gt;</a>
	<b>The Leader in Cloud Communications</b> <ul style="list-style-type: none"> <li>✓ New Customer Promo - Save 38% Annually</li> <li>✓ Integrates Seamlessly with 100+ Apps</li> <li>✓ All-in-one Voice, Video &amp; Team Messaging</li> </ul>	30 days. Cancel anytime.	<b>4.6</b>  <small>READ REVIEWS</small>	<a href="#">Get Pricing &gt;</a>
	<b>UK's Trusted Leader in Cloud Communications</b> <ul style="list-style-type: none"> <li>✓ Conferencing, App, CRM Integration and More</li> <li>✓ Unlimited Calls to UK Landlines &amp; Mobiles - £16/mo</li> <li>✓ Mix-n-Match Plans from £9/mo Per Your Usage</li> </ul>	N/A, 24/7 complete care package	<b>4.5</b>  <small>READ REVIEWS</small>	<a href="#">Get Pricing &gt;</a>
	<b>Flexible, Agile and Powerful Call-Management</b> <ul style="list-style-type: none"> <li>✓ 24/7 Dedicated Helpdesk Support</li> <li>✓ Receive Calls on One Number From Anywhere</li> <li>✓ Feature-Rich System For Mobile Workers</li> </ul>	30 days, full refund	<b>4.1</b>  <small>READ REVIEWS</small>	<a href="#">Get Pricing &gt;</a>

