

COUNCIL COMMUNICATION

	Number:	26-224	Meeting:	June 29, 2026
	Agenda Item:	47	Roll Call:	26-0765
	Submitted by:	Jeffrey L. Wann, CIO, Information Technology Director		

AGENDA HEADING:

Resolution approving a renewal for non-competitive procurement of enterprise voice and telephony service(s) on a continuing month-to-month basis from CenturyLink Communications, LLC d/b/a Lumen Technologies Group, not to exceed \$138,800 annual cost for Fiscal Years (FY) 2027 and 2028.

SYNOPSIS:

Recommend approval for the City to continue purchasing enterprise voice and telephony services from CenturyLink Communications, LLC d/b/a Lumen Technologies Group (100 CenturyLink Dr, Monroe, LA 71203; Kate Johnson, CEO) on a month-to-month basis through FY 2028, not to exceed \$138,800 annual cost for FY 2027 and FY 2028. These services, managed by the Information Technology (IT) Department, include Session Initiation Protocol (SIP) trunks and conventional phone lines or circuits that are not within reach of the City's fiber network, cannot be converted to cellular technology, or are required by law to be from a regulated telephone (wireline) utility.

FISCAL IMPACT:

Amount: FY 2027 – \$ 138,800
FY 2028 – \$ 138,800

Funding Source: Fiscal Year (FY) 2027 Operating Budget, Information Technology, Page 111, I033, IT154000, IT-Telephone Communication Fund

ADDITIONAL INFORMATION:

- During Fiscal Year (FY) 2026, the IT department upgraded the City's old phone system (Atos OpenScape 4000) to a modern Internet Protocol (IP)-based platform and equipment using Microsoft Teams Calling. The IT and Facilities Departments are also working to convert residual single analog phone lines, eligible alarm panels, and elevator call boxes using copper or conventional "plain old telephone system (POTS) lines to IP and cellular dialer technology. These changes have created, and will continue to create, a year over year reduction in spending with Lumen, as each line or circuit is converted or cancelled.

- From an annual budgeted high of \$190,000 for FY 2024-2026, the eventual goal over the next two (2) years (FY 2027 and 2028) is to reduce that number by 40-50%, beginning with the largest targeted cost reduction of 31% or \$60,000, in FY 2027.

PREVIOUS COUNCIL ACTION(S):

Date: June 26, 2023

Roll Call Number: [23-0924](#)

Action: [Non](#)-competitive purchase from Qwest Corporation d/b/a CenturyLink (Glen Post, CEO) of basic telephone services for use by the IT Department, at a cost of up to \$190,000 annually, for a period of up to three (3) years. ([Council Communication No. 23-323](#)) Moved by Gatto to adopt. Second by Voss. Motion Carried 6-1. Absent: Sheumaker.

Date: August 17, 2020

Roll Call Number: [20-1352](#)

Action: [Qwest](#) Corporation d/b/a CenturyLink (Glen Post, CEO) for non-competitive procurement of basic telephone service for several City locations that are not within reach of the City's fiber network and for phones required by law to be from a telephone company for use by the IT Department, \$190,000 annual cost for a period of up to three (3) years. ([Council Communication No. 20-365](#)) Moved by Gatto to adopt. Motion Carried 7-0.

BOARD/COMMISSION ACTION(S): NONE**ANTICIPATED ACTIONS AND FUTURE COMMITMENTS: NONE**

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