

**Iowa Utilities Board/Iowa Communications Network  
Telephone System Upgrade Project  
Jane Whetstone (presenter)  
Project Team: Judi Cooper, Suzanne Smith, Don Tormey, Jane Whetstone**

**Background:**

On July 29, 2015, Board and OCA staff met with staff from Iowa Communications Network and CenturyLink to discuss the process of the implementation to a new Managed Voice Services (MVS) platform. ICN purchased new Polycom telephones from CenturyLink and scheduled to be installed at the Iowa Utilities Board on February 25, 2016.

Require a total of 66 Telephone Sets

**Current Telephone System using Opticom Telephones**

		<b>Each</b>	<b>Total</b>	
56	Board Staff with standard model	\$ 31.85	\$ 1,783.60	
9	Conference Rooms (6), Hearing Room, Break Room, Records Work Room	\$ 31.85	\$ 286.65	
1	Premium Set for ACD Supervisor	\$ 42.50	\$ 42.50	
66	Monthly Grand Total			\$ 2,112.75

**New Telephone System using Polycom Telephones**

		<b>Each</b>	<b>Total</b>	
53	Board Staff (Standard model)	\$ 29.00	\$ 1,537.00	
4	Board Staff (Premium model - ACD Supervisor, Board)	\$ 37.00	\$ 148.00	
8	Conference Rooms (6), Hearing Room, Records Work Room	\$ 29.00	\$ 232.00	
1	Basic - Break Room	\$ 23.00	\$ 23.00	
66	Monthly Grand Total			\$ 1,940.00

<b>Summary:</b>	Decrease per month for telephone sets	\$ (172.75)
	Decrease per month - no long distance fees (average)	\$ (175.00)
	Monthly increase for ACD features	\$ 711.50
	<b>Total Monthly Increase with New Telephone System</b>	<b>\$ 363.75</b>