

Brixham Town Council

Report No:	30-2019		
Report Type:	Public		
Title:	Telephone and Broadband Providers		
To:	Full Council	Date:	08.10.20
Contact Officer:	Liz McCusker		
Contact Details:	info@brixhamtowncouncil.gov.uk	01803 859678	

Purpose of Report

To investigate the current provision and compare with alternative providers

Current Provision

The Town Council have two suppliers for our phone and broadband. When lockdown started, the Council were not employing any Lengthsman and all calls were diverted to the Lengthsman's mobile and one member of staff then dealt with all phone calls.

If there is a need to work from home again, this mobile would not be available. The Council were also reliant on the goodwill of its Officers who used their own phones to make calls to individuals and businesses to help ensure the smooth running of the services and supporting the people of Brixham.

Improving the Provision

There is the technology that can be used on a laptop or tablet to connect to the phone system, enabling all staff to have access to receive, make calls and transfer calls to each other wherever they are working from, this would enable the Council to provide a better service to Brixham.

In addition, the Officer covering the information point in the current format could not make calls unless using their own phones. With the implementation of this system, the Officer could, if not busy answer the phone and when helping the public would have the facility to make calls without having to use their own mobile.

Current Expenditure

- 9 Group phones last three invoices: £90.84 (August); £87.20 (July); £85.92 (June)
- Kcom broadband last three invoices: £149.88 (September); £150.01 (August); £149.88 (July)

The average total cost per month is £237.91.

The total paid for the year 1st April 2019 to 31st March 2020 is as follows:

9 Group (VOIP)	£1,250.62
KCOM (Broadband)	£1,504.35
Total	£2,754.97

Quotes

The Council is out of contract with both suppliers and this report looks at the cost of adding this technology and making savings.

The current provider has advised that they are unable to offer this additional service.

Company	Service	Introductory officer?	Set up costs	Monthly Cost	Contract length	Notes
Connexin	Handsets x4 Application to phone or desktop pc FTTC SuperFast 80 Broadband		Number porting £20.00 Config & 4 user system £61.00 Take over existing line and install £58.98 WiFi router £71.50	Phone £56.00 excluding VAT Broadband £47.50 excluding VAT	36 months	£103.50 mth £211.48 set up
Focus Group	Handsets + online access Broadband FTTC 80:20	No	Set up cost £150.00 excluding VAT maintenance included	£149.48 excluding VAT	36 months fixed price	Works with other councils Mobile iphone SE 64 £149.48 month £150 set up costs
Up telecoms	Phone and broadband	No	No set up costs and maintenance included	£200.00 £200.91	5 years	Free broadband for first year – unclear about this on the tailored quote.

Recommendation

The first two options have engaged and supplied information quickly and clearly, Connexin and Focus Group. Although Connexin have a higher set up cost the monthly payment is lower. Both are a 36-month contracts with maintenance included. Over the three-year period of the contract the total costs are:

Connexin	£3,937
Focus	£5,531

It is recommended that the Council agree to move the existing contracts to Connexin.