



**KEMPSEY**  
Shire Council

## **DIRECTOR CORPORATE AND COMMUNITY SERVICES REPORT**

8<sup>th</sup> May 2007

<b>DCCS11</b>	<b>COMMUNICATIONS TECHNOLOGY</b>
<b>FILE: 581</b>	<b>MH</b>

### **SUMMARY:**

Reporting on investigations into Council's communications infrastructure.

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### **DESCRIPTION:**

At Council's Extraordinary meeting on 19<sup>th</sup> April, 2007 it was resolved: -

*"That investigations be conducted into Council using voice over IP technology for its telephone calls."*

The IT and Communications Unit has been carrying out an ongoing review and investigation into Council's communication infrastructure with a view to the replacement of Council's current PABX's at the end of the lease. The current PABX leases expire as follows: -

Civic Centre	22/7/2007
Depot	17/6/2007

As part of this investigation there have been presentations and demonstrations by 3 different IP telephony vendors and further investigation, specification and costing is underway.

The aim of the review is to replace the existing standard PABX phone system with an IP telephony system that gives greater functionality and reduced call and line rental costs. It is anticipated that the Civic Centre, Depot, Community Care, Economic Development, Tourist Information Centre and selected remote sites will all fall into a single IP phone system with zero internal call costs and greatly reduced external call costs. The new IP phone system would also have much greater expansion capacity including the ability to be upgraded to support Phone Conferencing. The current PABX has reached the limit of its expansion and does not support Phone Conferencing.

All the IP phone systems being investigated include significant call management and report facilities which are lacking in the current PABX system and these will allow for greater monitoring of call handling efficiency and our service to the rate payers.

Low end voice over IP solutions such as Skype are not seen as a viable solution in the Corporate/Council environment.

**REPORT IMPLICATIONS:**

*Environmental*

*Nil*

*Social*

*Nil*

*Economic*

*Yet to be quantified*

*Policy or Statutory*

*Nil*

*Director's Comments*

*Nil*

**RECOMMENDATION:**

**That the information be noted**

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**G B Snape**  
**DIRECTOR CORPORATE & COMMUNITY SERVICES**