

**FY 2019-2020 Virginia Beach Budget
Response to Council Questions**

Question Number: FY 20 14

Question: On the slide titled FY20 CIT Increase Requests 3.652 Telecommunications Replacement II, 1) does collected telephone charges represented intra City charges to department that includes a recapitalization cost element? If yes, please provide a decomposition of charges by major billing category, for example, handset, fax, etc. 2) What is the current balance of the Telcom Fund Reserve? 3) Was the Telcom Fund Reserve the source of the appropriation to date?

Date Requested: February 25th, 2019

Requested By: Councilmember Moss

Department: Information Technology

Response:

- 1) City users of the telephony system are charged monthly for their long-distance charges (pass through) and a monthly fee for their desk phones based on model and features. These charges support the Internal Service Fund which pays for the replacement of the telephones themselves, as well as, the communications infrastructure and staff required to support the system. Funds are used for system replacements and upgrades as well as funding the transition from the legacy system to the VIOP system. Our monthly charges and service rates are as follows:

Telecom Voice Monthly Charges	
Charge	Description
\$4.80	Voice Mail Box Only (No Phone Line or Telephone Set)
\$8.80	Information Only Mailbox
\$8.80	Menu Mailbox
\$12.00	Add-On Module (22 Button)
\$21.26	Analog Phone (Standard/Corded)
\$21.26	Analog Phone (Cordless)
\$21.26	Analog Line for Fax/Modem/Alarm, Credit Card, Elevator Line (No Phone Set)
\$31.26	Standard Digital Phone
\$40.47	Call Center Agent (ACD)/ACD Reporting
\$43.26	Digital Cordless Phone
\$43.26	Deluxe Digital Phone (Executive, Receptionist)

Telecom Voice Labor Charges	
Charge	Description
\$50.00	Cox Per Line Change
\$62.00	Standard Labor Charge Per Hour (installs, moves, programming changes, etc.)
\$31.00	Charge Per Site Visit

- 2) The current balance of the Telecom Fund Reserve is \$3,200,277 per the FY 18 CAFR.
- 3) The Telecom Fund Reserve was the source of appropriations to date.