



## Independent Vote: Auto Attendant & Call Forwarding v.2 November 3, 2023

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On Oct 18, 2023, the board voted to implement COX Auto Attendant & Call Forwarding to help organize and route callers to the appropriate person and minimize disruption to staff during the school day

On November 2, 2022, a technical error was detected when trying to initiate the Auto Attendant feature. We are unable to use the main-line 850-835-7050 to both transfer to the Auto Attendant and receive a forwarded call from Auto Attendant (as would be needed for families trying to reach the school during normal operations). Another physical school phone line is required.

*I move to revisit our current Phone/Internet plan, and select a new plan that allows for an additional phone line to the school, not to exceed a total value of \$225/month: Kate*

Secon: Leslie

Discussion:

Option 1: add another physical phone line that can serve as the forwarding number. \$30/month, likely an install/activation fee. This \$30 would still require us to keep \$25 T-mobile, so it's the average monthly cost plus \$55.

Option 2: Change to an IPC plan which provides three lines, call forwarding options for each line, and auto attendant. Basically anyone with a school line can use their personal device (via an app) to make/receive calls as BGMS, and long-distance is also included in the plan. Fees (not in the quote) are about \$10.50 per line and there is a \$60 activation cost (but I'll see if I can get them to waive given the reason we're considering switching).With this option, we could also remove the Tmobile account since phone calls can be forwarded to personal cell phones, but ring as BGMS. Note the 1 and 3 year terms.

History: we've spent between \$174 and \$212 on phone services so far. Long distance call time accounts for the variance in quoted price. On paper, it looks like the new plan is comparable to what we're paying to COX with the amount of long distance we use. We also should add the \$25 T-mobile to these numbers to have an idea what we're really spending on phone/internet.

Motion Passes (In favor = 4, Opposed = 0, Abstain =0).

