



# CenturyLink Lumen


## Voice and Data Services

City Council presentation 5/8/2024

Bureau of Technology Services

## Lumen Contract Ordinance Information

Seeking Council approval for a 3-year Data and 5-year Voice contracts with Lumen.




\$11.5-million-dollar contract funded through our existing rate recovery model.




Provides continuity in existing critical services.

Lumen products provide critical Voice and Data services.

Provide telephone service and other features such as call transfer, conference calls and long distance.

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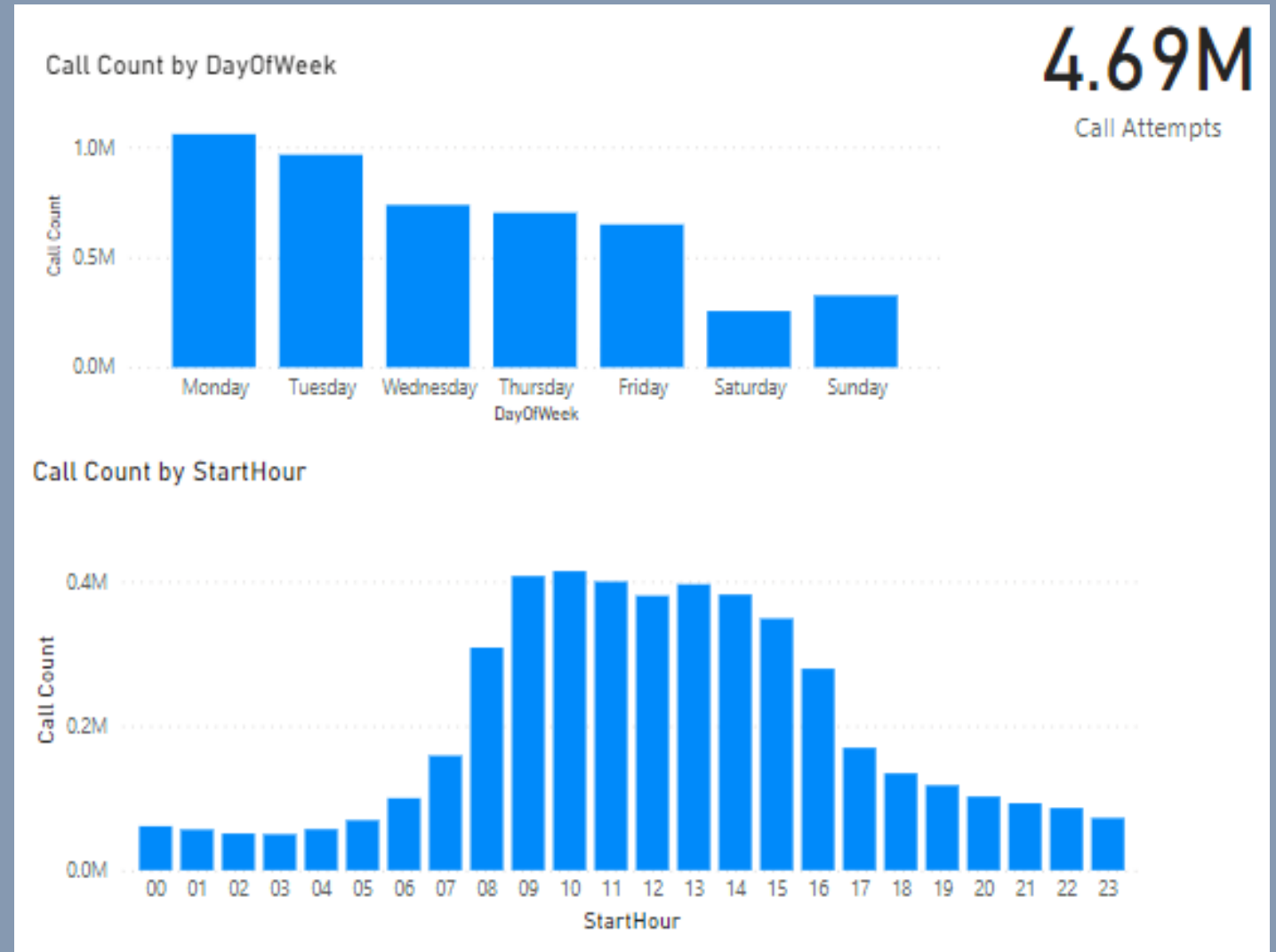
Data connections for various Bureaus and buildings supporting City applications like SAP.

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These services enable City call-centers such as 311 and Revenue Bureau customer service.

# Call Data for 2023

- 4.69 Million call attempts annually  
\*\*Call volume excludes outlying isolated locations
- Highest call volumes are on Monday's



**Lumen data  
services  
provide data  
transmission  
for:**

- **Connecting Bureau specific applications hosted in the cloud (example: Revenue Department)**
- **Connecting locations within the city such as community centers**
- **Low bandwidth locations that require monitoring such as pump stations & sprinklers**

# Lumen Contract Highlights



Leveraging  
State of  
Oregon  
contracts.

Benefits of  
these 3-year  
and 5-year  
contracts.

**Pre-negotiated price  
schedules.**

**Flexible and efficient  
moves, adds and  
changes to services.**

**Fixes service costs for  
full term.**

# Comcast Contract

## Connectivity Partner

City Council presentation  
Bureau of Technology Services



## Comcast Contract Ordinance Information

Seeking Council approval for a 5-year agreement with Comcast.

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4-million-dollar cost funded through our existing rate recovery model.

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Contract to purchase Comcast fiber services.



# Comcast providing connectivity services to the City of Portland and our Partner Agencies

**Carries data across the network for workers to access email, dial tone, internet, and bureau specific applications.**

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**Public Safety - First Responders and critical services.**

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**Supports data networks for Multnomah County, Metro, Troutdale, Gresham and Higher Education.**

# Comcast Long Term Relationship

**Fiber services for 20 years**

- **Historic I-Net service provided stable and affordable fiber connectivity**

**Grew the network to 300 locations at peak**

**Allows us to service partner agencies and distant locations**

- **Includes partner agency public safety services**
- **Including critical infrastructure in the watershed**

**Comcast is price competitive for additional locations**

**Dedicated local support teams**

# Comcast Contract Highlights



Leverage  
National  
Cooperative  
Contract

5-year  
contract  
benefits

Increased coverage  
across region

Provides redundancy  
and resiliency to existing  
services

Additional competitive  
carrier option

## Approval for both Lumen and Comcast contracts

Seeking Council approval for a multi-year agreement with Lumen and Comcast.

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Costs are funded through our existing rate recovery model.

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Leveraging cooperative contracts for both Lumen and Comcast.

# Questions