



THE TOWN OF KILL DEVIL HILLS
NORTH CAROLINA

TAX AND FINANCE DEPARTMENT

Post Office Box 1719, 102 Town Hall Drive
Kill Devil Hills, North Carolina 27948
Office Hours: 8:00 a.m. – 5:00 p.m. Mon. – Fri.
(252) 449-5338

Director
ANGELL DOUGHTIE, CPA

Assistant Director
SAM ANGELO, CPA

Accountant/Tax Collector
SCOTT NICKENS

Accounts Payable
MARGARET CLARK

Payroll and Benefits
PARKER JOHNSON

Cashier
CELENA DERMATAS

Administrative Specialist
RON FARLEY

To: Debbie Díaz, Town Manager

From: Angell Doughtie, Finance Director 

RE: Recommendation for new phone system

This memo serves as the Finance department's recommendation to migrate the Town's phone system to RingCentral, a leading cloud-based VoIP solution. The Town's current phone system is aging and presents both security and reliability risks. A simple equipment failure could lead to a long-term outage, which would greatly impact emergency and routine service to residents.

In response to these risks, as detailed in the MIS division memo, staff evaluated three new phone systems for features and price. While all three systems could meet the needs of the Town, staff concluded RingCentral offered the features the Town needed at the best price. Employees were given the opportunity to test out the new system and the company who set up our current system weighed in on the decision. Staff believes migration to RingCentral will remove the risks associated with our current system and improve productivity and citizen service.

Total implementation costs are \$30,524.10 and include set up of the new system, 20 hours of support, new phones, and a paging system for the fire department. A project of this scale requires the coordination of Town staff and outside vendors to ensure a seamless transition and minimal disruption to services provided. Monthly service fees will be \$2,171.20 and are expected to begin in July 2026. A budget amendment for the implementation costs is included.



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MIS DIVISION

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Finance Director
ANGELL DOUGHTIE, CPA

IT Systems Administrator
CALEB BURRUS

To: Angell Doughtie, Finance Director

From: Caleb Burrus, IT Systems Administrator *CB*

RE: Recommendation for New Phone System

The Town's Avaya phone system is aging and runs on a single physical server in the MIS server room, creating a mission-critical single point of failure. Moving to RingCentral, which is a leading cloud-based VoIP solution, removes that dependency, increases resiliency and vendor support, and adds modern features that will boost employee productivity and improve service to residents.

The current system presents security and reliability risks: it runs on an outdated OS vulnerable to exploits, requires a firewall exemption that weakens our defenses, and depends entirely on one server we host at Town Hall -- so a hardware failure means a town-wide outage. Procuring and configuring a replacement is costly and slow, especially with 2026 supply-chain constraints, leading to the possibility of long-term outages if equipment fails. We've also experienced recent carrier reachability issues and slow vendor response, leaving calls unanswered.

Migrating to RingCentral addresses these issues. As a cloud service, it eliminates the on-premises server and lets staff use desktop or mobile apps when desk-phones aren't available. We can close the firewall exemption and decommission the outdated server, reducing attack surface. RingCentral's carrier redundancy and support should reduce inbound call failures. In emergencies or during remote work, staff can relocate or work from home or to a designated emergency operations center with minimal setup. Modern features like e-fax, live-call transcription, SMS capability, and voicemail-to-email will improve productivity and citizen service.

Before coming to the decision to migrate to RingCentral, we chose three well-known and regarded cloud-based VoIP systems to compare features and pricing: RingCentral, Microsoft Teams Phone (with Calling Plan), and Zoom Phones. All three offer both desktop phone and software phone solutions, work with our SSO identity provider, and have retention and compliance features. While Microsoft Teams would integrate in our

environment as Microsoft 365 Business Premium customers, the base plan was more expensive than RingCentral, and their plan incurs additional costs after 3,000 monthly minutes that make budget planning unpredictable. Zoom Phones would be several thousand dollars more expensive than RingCentral. RingCentral had all the features, was the cheapest option, and was highly recommended by Mid-Atlantic Business Communications (MABC), the company who set up our Avaya infrastructure and provides ongoing support for that and other KDH systems.

After deciding that RingCentral is the platform that best fits our budgetary and workforce needs, we engaged with Mid-Atlantic Business Communications to help choose the physical phone sets that are priced reasonably and have the features we need without going overboard. We arranged to have a few desktop phones delivered to Town Hall as well as licenses to the software that we installed on a few computers. For three weeks, demos were provided to any interested staff member. Feedback was very positive and reinforced our decision.

Project costs can be broken down into two main categories: implementation and operational. Implementation includes the implementation labor fee (\$7,500) from the selected vendor, Mid-Atlantic Business Communications of Portsmouth, VA, a block of 20 hours of support (\$1,900), 98 desktop phones (\$20,486), and a compatible paging system for the fire department's building-wide speaker system (\$638.10). Operational fees are the monthly payment to RingCentral for the service itself, similar to how we pay Sangoma monthly for the phone service. Monthly service fees total \$1,721.20 for 105 phone lines and \$450 for e911 and compliance fees.

Implementation costs total \$30,524.10 based on a quote we were provided January 15, 2026. Total monthly service fees are \$2,171.20 (\$26,054.40 annually).

TOWN OF KILL DEVIL HILLS
BUDGET AMENDMENT REQUEST



<i>Finance Department Use Only</i>
<i>Budget Amendment Number: 8</i>
<i>Finance Officer: AD</i>

INCREASE (DECREASE)			INCREASE (DECREASE)		
CODE	ACCOUNT DESCRIPTION	AMOUNT	CODE	ACCOUNT DESCRIPTION	AMOUNT
4450 576000	C/O – Office Furniture and Equipment	\$30,524.10	10 499100	Fund Balance Appr – Undesignated	\$30,524.10
TOTAL		\$30,524.10	TOTAL		\$30,524.10

JUSTIFICATION: To appropriate fund balance for RingCentral phone system

RECOMMENDED:

[Signature]

APPROVED:

DATE:

March 9, 2026
