

Posting Language

Authorize an amendment to a contract for continued internet-based telecommunication services for Austin Energy with Windstream Holding Inc. d/b/a Windstream, to extend the term for one year for an additional \$100,000 and add another one-year extension option for an additional \$100,000 for a revised total contract amount not to exceed \$717,000. Funding: \$100,000 is available in the Fiscal Year 2026-2027 Operating Budget of Austin Energy. Funding for the remaining contract term is contingent upon available funding in future budgets.

Lead Department

Austin Financial Services.

Client Department(s)

Austin Energy.

Fiscal Note

Funding in the amount of \$100,000 is available in the Fiscal Year 2026-2027 Operating Budget of Austin Energy.

Funding for the remaining contract term is contingent upon available funding in future budgets.

Procurement Language:

Contract Amendment.

MBE/WBE:

This contract was awarded in compliance with the City Code Chapter 2-9B (Minority-Owned and Women-Owned Business Enterprise Procurement Program). For the services required for this contract, there were no subcontracting opportunities; therefore, no subcontracting goals were established.

Prior Council Action:

April 7, 2022 - Council approved an amendment to a contract for Voice over Internet Protocol trunk transition services with Windstream Holding Inc.

For More Information:

Direct questions regarding this Recommendation for Council Action to Austin Financial Services - Central Procurement at: FSDCentralProcurementRCAs@austintexas.gov or 512-974-2500.

Council Committee, Boards and Commission Action:

October 19, 2026 - To be reviewed by the Electric Utility Commission.

Additional Backup Information:

The proposed amendment will provide Austin Energy with continued internet-based telecommunications services via Voice over Internet Protocol (VoIP) and session initiation protocol (SIP) trunks. VoIP SIP trunks unify voice, data, equipment, and applications, resulting in increased reliability, decreased capacity issues, and reduced costs. Services include provisioning and maintenance and support. The SIP platform is a dynamic solution containing redundancy and disaster recovery features that ensure consistent telecommunication capabilities for Austin Energy.

The current contract expires October 30, 2026, this amendment will ensure uninterrupted operations while Austin Energy pursues a consolidated master agreement for several related connectivity services planned for

2028. Previous solicitations for a multi-year contract failed to result in an award, and Austin Energy has determined that a single integrated contract would provide a more streamlined, efficient, and cost-effective approach.

Without this contract, Austin Energy will experience a loss of phone services, including control rooms and Cisco phone users for all on-site employees.

Contract Details:

Contract Term	Length of Term	Contract Authorization	Requested Additional Authorization	Revised Total Authorization
Contract Term	3 years	\$188,000		\$188,000
Contract Amendments	4 years	\$329,000		\$329,000
Proposed Amendment	1 year		\$100,000	\$200,000
Optional Extension 1	1 year		\$100,000	
Total	9 years	\$517,000	\$200,000	\$717,000

Note: Contract Authorization amounts are based on the City's estimated annual usage and may be more or less in the initial term and in each exercised optional extension; however, the total contract amount will not exceed \$717,000.