



Executive Summary Board of Education Meeting

DATE: May 7, 2026

TOPIC: Nextiva Phone System Upgrade

PREPARED BY: Jordan Stephen

Recommended for:

- Action
- Discussion
- Information

Purpose/Background:

Over the past several months, the Technology Department has been evaluating replacement options for the District's aging phone system. The current system was implemented during the 2015–2016 school year and is scheduled to reach end-of-life status in 2026. At that time, manufacturer support will cease, and the system will no longer receive updates or service coverage.

In previous meetings, the Technology Department provided updates about our current progress and has come up with a finalist which we feel will become an excellent addition and tool for the District.

Under this model, the system is hosted and managed by a third-party provider, with calls routed over the internet rather than through on-site phone switches located in each building. The District would continue utilizing its existing internal network infrastructure; however, system management and call routing would occur entirely in the cloud. This approach mirrors how modern cellular systems operate, relying on data networks rather than traditional phone circuits.

Nextiva (provided to us by Constellation Telecom) is a worldwide provider of cloud based telephony with exceptionally strong customer satisfaction ratings across multiple reviews. Their services are used by municipalities, school Districts, businesses, and nationally recognized companies. Companies that use Nextiva

for primary communication include: IBM, UnitedHealth Group, Intel, Accenture, Target, BMW Group, General Motors, and Sodexo to name a few.

Through a connection made at the IASBO conference, the District was introduced to Constellation Telecom, who is a full-service telecom partner with over 100 combined years of experience. Constellation has managed over 800 Illinois government projects and their team has been invaluable with helping the District manage this project, negotiations, and contracts. We will continue to work with them during the installation and implementation phase of this project.

Through negotiations, Nextiva would not only bring in new services, but would provide the District with all new Polycom VOIP Telecommunication equipment as part of the 60 month agreement, with the District retaining ownership after fulfilling the term. Polycom phones were selected for their durability, design, Bluetooth integration, and advanced hardware capabilities. The phones are simple looking and are constructed with antimicrobial plastics, supporting hygiene.

Some of the advantages and features of the new Nextiva system include the following:

- Highly competitive pricing
- Flexibility in equipment models
- Advanced features include voicemail-to-email, SMS texting, mobile and desktop applications
- Low setup cost
- Strong industry reputation and customer satisfaction ratings
- New equipment included in agreement, with ownership after five years

District Legal Counsel reviewed the vendor's Terms and Conditions and Privacy Policy and proposed the District's standard amendment to the agreement. This amendment addresses provisions such as governing law, venue, and SOPPA language to ensure compliance with state requirements. The amendment has been agreed upon and accepted by the vendor.

Fiscal Impact:

The financial impact of implementing the Nextiva Phone system is an estimated \$2,107.24 per month for a 60 month term. A one time shipping charge for \$1,755.00 will be required for all of the equipment delivery.

Recommendation:

The Finance Committee concurs with the Administration's recommendation to the Board of Education to approve the 5-year contract for Nextiva in the amount of \$2,107.24 per month for equipment, implementation, training and migration of services to the Nextiva platform starting between June 2026 through June 2031.