



Verizon P0 Presentation

Current State

Technology Services provides 6,553 cellular devices to City agencies.

These devices include:

- Smartphones
- MiFi Hotspots
- Network Routers

The City currently uses three vendors to provide Cellular services.

- Verizon: 6,147 devices
- AT&T: 344 devices
- T-Mobile: 62 devices

Naspo ValuePoint Agreement

- The City takes advantage of the [Naspo ValuePoint Agreement](#) for cellular services.
- Naspo ValuePoint agreements are supported by a multi state sourcing team comprised of multiple state procurement representatives and subject matter experts; leveraging the expertise and buying power of the many states and other participating entities.
- This agreement allows the City to purchase services from Verizon, AT&T, and T-Mobile leveraging the buying power of a multi state agreement using a blank purchase order instead of a contract between the vendors and the City.
- Naspo ValuePoint contracts are renewed every 5 years.

Current Rates for Smart Phones

Verizon: \$39.99 per month per device

- Unlimited Talk/Text
- Wireless Priority Service: WPS is a Federal program that authorizes cellular communications service providers to prioritize calls over wireless networks. This service would prioritize public safety cellular traffic over non safety calls.
- Private Core: Dedicated network core for public safety traffic

AT&T: \$60.00 per month per device

Unlimited Talk/Text
Wireless Priority Service

T-Mobile: \$38.74 per month per device

Unlimited Talk/Text
Wireless Priority Service

- DEN is currently using Verizon and AT&T with most phones using Verizon services because they provide better coverage. Den pays \$40 per month per device for both Verizon and AT&T.

Additional Considerations

- Coverage: Verizon typically boasts broader coverage across the United States compared to AT&T. This means fewer dead zones and better connectivity. Verizon has also invested in infrastructure in City buildings to provide better coverage. [RootMetrics](#) report on cellular carrier performance.
- Reliability: Verizon's network is often regarded as more reliable, with fewer dropped calls and better call quality in various environments, including indoors and underground.
- Network Speed: Verizon tends to offer faster download and upload speeds in many areas, especially in densely populated urban areas where network congestion can be an issue.
- Customer Service: Verizon is known for its strong customer service reputation, often ranking higher than AT&T in customer satisfaction surveys. [Which wireless carrier provides the best customer service? \(consumeraffairs.com\)](#)