

Purpose of the report

To seek approval to move the Council's mobile service from O2 to Ice Connect with effect from October 2025, securing lower ongoing costs, consolidating supplier management with the Council's existing IT provider and introducing mobile device management controls.

Recommendation

That Full Council approves the appointment of Ice Connect to provide SIM only mobile connections on the basis of unlimited calls and texts with at least 20 GB data per month, together with mobile device management and authorises the Clerk and the RFO to confirm the exact number of connections required, finalise the order, arrange number porting and implementation and sign any necessary agreements. The target changeover is aligned to the expiry of the current O2 contract.

Background

The current O2 agreement expires at the end of September 2025. The latest reported O2 spend is £265.65 per month for seven phones under tariffs of £29.73 or £30.99 per device per month, with a separate device and airtime plan previously at £52.50 per month. The service specification is unlimited minutes and texts with 20 GB data per device per month. Ice Connect is already the Council's IT support provider, offering an opportunity to consolidate support, billing and accountability for end user devices.

Proposals received

Ice Connect has quoted SIM rental at £12 per SIM per month including unlimited calls and texts with 25 GB data, which exceeds the Council's 20 GB requirement. Ice Connect will also provide mobile device management at £5 per device per month covering location tracking, circular geofencing, support for personal devices and basic workflows. One off implementation is £30 per device with £10 delivery. For eight devices the recurring charge would therefore be £136 per month, with a one off of £250 for setup and delivery. For any lower number of devices the recurring cost is £17 per device per month, and the one off cost is £30 per device plus a single £10 delivery.

O2 has provided an alternative SIM only quote for 20 GB per month at £17.50 per device per month from April 2025, rising to £19.80 per device per month from April 2026. For eight devices this equates to £140.00 per month to March 2026 and £158.40 per month thereafter. Both suppliers meet the core requirement for unlimited calls and texts with at least 20 GB data.

Financial implications

Each connection that moves to Ice Connect will cost £17 per month inclusive of mobile device management. On a like for like SIM only basis this is £0.50 per device per month lower than the O2 tariff to March 2026 and £2.80 per device per month lower from April 2026. Against the expiring O2 bundle rates of between £29.73 and £30.99 per device per month, Ice Connect at £17 per device per month represents a material reduction, with the exact saving depending on how many connections the Clerk and the RFO confirm are required. All figures are exclusive of VAT.

Service, security and management benefits

Adopting Ice Connect brings mobiles under the stewardship of the Council's existing IT provider, giving a single point of contact for incidents, changes and billing. The inclusion of mobile device management provides location awareness, geofencing and basic automation and supports secure use of personal devices where approved. These controls strengthen the Council's asset management, data protection and safeguarding posture and would otherwise need to be procured and administered separately if the Council remained with O2 on a SIM only basis.

Implementation and risk

Numbers will be ported from O2 to Ice Connect with a planned cutover before 30 September 2025. To minimise service disruption, the port will be scheduled during working hours agreed with users and devices will be enrolled to the management platform in advance. A short overlap can be maintained if required to ensure continuity. Operational risk is low and chiefly relates to port timing and user readiness, both of which are manageable through standard change controls and communication.

Legal, procurement and compliance

The annual contract value is below the Public Contracts Regulations thresholds for services. The Council's Contract Standing Orders allow for quotations to be considered at this value. A data processing addendum will be reviewed to reflect the provision of mobile device management and location features, and acceptable use guidance will be refreshed for staff and members.

Equality, climate and safeguarding considerations

There are no negative equality or climate impacts arising from the change in network provider. The ability to locate Council devices and apply geofencing provides a modest positive safeguarding and security benefit.

Budget and affordability

The reduced recurring cost is within the approved communications budget and delivers a measurable saving in the current financial year, with further savings in future years.

Conclusion

Both suppliers meet the Council's service requirement, but Ice Connect offers the lowest ongoing cost when device management is taken into account, provides a greater data allowance per device and simplifies supplier management by aligning mobiles with the existing IT provider. Approval is therefore sought to award the mobile service to Ice Connect for up to eight SIM only connections and to authorise the Clerk and the RFO to confirm the number of connections required, complete the procurement and manage implementation.

Attachments

Appendix A: Ice Connect quotation

Appendix B: O2 SIM only quotation

Prepared by:

Olga Linkeviciene

Responsible Financial Officer

Chigwell Parish Council



QUOTATION & ORDER for

Chigwell Parish Council

Company Number: N/A

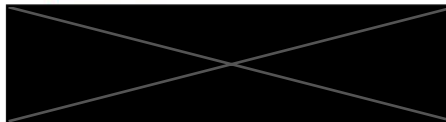
Quote Number: QN41258

Created Date: 26/08/2025

Billing Address:

Chigwell Parish Council
Hainault Road
Chigwell
Essex
IG7 6QZ

Prepared for:



Prepared by:



Delivery Address:

Chigwell Parish Council
Hainault Road
Chigwell
Essex
IG7 6QZ

Payment Terms: Due on Receipt of Invoice

Estimated Delivery Date: 7-Days from Order Acceptance

SIM Card Choice

Select one of the options from below

Description	Price	Quantity	Amount
<div>Monthly Recurring</div> <div><input type="radio"/> Mobile SIM Rental incl. 20GB Data Vodafone Unlimited Minutes and Texts</div>	£20.00 Each	8	£160.00
<div>Monthly Recurring</div> <div><input checked="" type="radio"/> Mobile SIM Rental incl. 25GBData O2 Unlimited Minutes and Texts</div>	£12.00 Each	8	£96.00

Mobile Device Management

Select one of the options from below

Description	Price	Quantity	Amount
Monthly Recurring			
<input checked="" type="radio"/> Mobile Device Management Basic Manage Android, Windows, iOS, macOS & Linux Kiosk mode for Android, IOS and Windows Location Tracking Circular Geofencing Support for personal devices Basic Workflows	£5.00 Per Month	8	£40.00
Monthly Recurring			
<input type="radio"/> Mobile Device Management Pro Manage Android, Windows, iOS, macOS & Linux Everything in basic plus: Support for shared use devices Remote Cast and Control Update Management Conditional Email Access Advanced Workflows	£7.50 Per Month	8	£60.00

Setup and Delivery

Description	Price	Quantity	Amount
Hourly Service Rate Enrolment of Device to MDM	£30.00 Each	8	£240.00
Delivery	£10.00	1	£10.00

Sub-Total	£250.00
Monthly	£136.00
Tax	£77.20
Total	£463.20

The Customer acknowledges that payment for Services is due in advance upon receipt of an issued invoice. If the Customer cancels the Services, any outstanding charges must be settled in full before termination. The Customer acknowledges that failure to pay any charges by the due date may result in suspension or cancellation of the Services. All equipment remains the property of Lodge Information Services until paid for in full.

Sign below to proceed with this quotation and to confirm you agree to our terms and conditions, available to view online at www.iceconnect.com/legal, including those clauses expressly brought to your attention because they either limit our liability or are onerous to the Customer.

For and on behalf of **Chigwell Parish Council**

SIGNED (Authorised Signatory):



(Jason McKay)

Signed by: Jason McKay

Position:

Date of Signature:

iceConnect

LIS House, Main Road, Woodham Ferrers, Essex CM3 8RP

Tel. 01245 323900

iceConnect is a trading name of Ice Media (London) Limited • Registered in England and Wales. • Company No. 04996179 • VAT No. GB832266143

Registered Office: 401 Nether Street, Finchley, London N3 1QG

Your bill



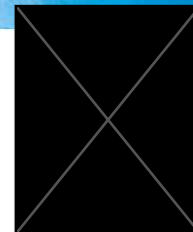
O₂

Invoice for Account 5430091 - Chigwell Parish Council

Chigwell Parish Council
Chigwell Parish Council
Hainault Road
Chigwell
IG7 6QZ

Bill Date:
Due Date:
Bill Number:

Account:



Chigwell Parish Council (5430091)

Usage Summary

Total Calls	39
Total Duration (HH:MM:SS)	01:25:06
Total Data Volume (KB)	2,281,100
Total Allowance Value	£66.74

Type of Charge for Chigwell Parish Council

Charges	Amount (£)
Other Charges and Credits	-£33.84
Voice Calls	£0.00
Data Calls	£0.00
Line Rental Charges	£299.49

Bill Summary

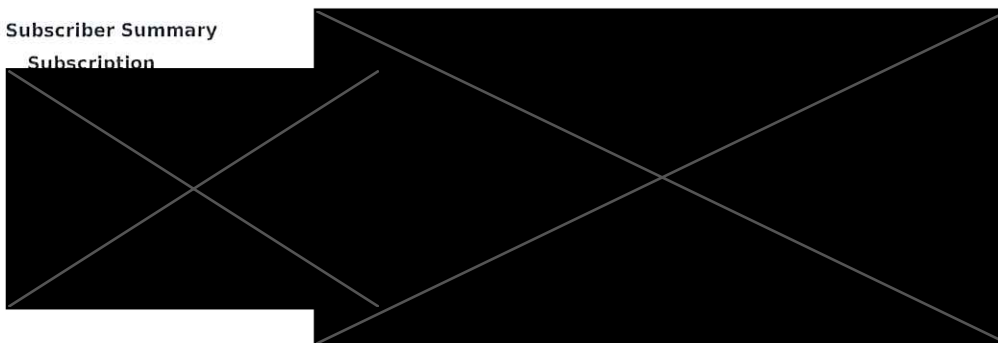
	Amount (£)
Bill Total (ex VAT)	£265.65
VAT @ 0.00% of £0.00	£0.00
VAT @ 20.00% of £265.65	£53.13

Bill Total (inc VAT) Due 31-07-2025:

£318.78

Subscriber Summary

Subscription



Amount (£)

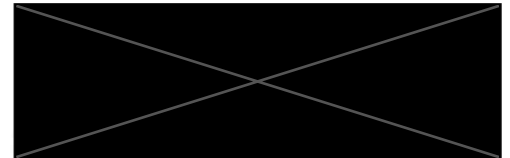
£29.73
£52.50
£29.73
£29.73
£30.99
£30.99
£30.99
£30.99



26 AUG 2025

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Chigwell Parish Council
Chigwell Parish Council
Hainault Road
Chigwell
IG7 6QZ



Hi Chigwell Parish Council,

We're getting in touch to let you know that your contractual Minimum Period for the subscriptions at the back of this notification will be ending soon.

If you have recently re-signed, please ignore this letter.

We've outlined the plans you have today and have provided some options for you. If you want to discuss these, please give us a call.

You can choose to do nothing, your plans will continue from the end of the Minimum Periods set out in the table at the end of this notice, you will also find some options you may wish to consider

Need more information?

The plan options provided in this letter will be available until 26th September 2025

Some providers may offer new customers introductory plans. You may get a better deal if you bundle together the services you have with us or any other provider. You won't pay any Termination Fees if you choose to leave us for the numbers at the end / past their contractual Minimum Period.

If you're on one of our sharer plans, you'll need to let others in the plan know if you leave, as it will affect their allowance. If you're unsure what this means, get in touch with us.

You can visit our website <https://www.o2.co.uk/planoptions/business> for our FAQs or give us a call for more information.

Terms and Conditions

^^Agreements which started between 25th March 2021 and 8th Jan 2025, your Rental Charges will increase annually by the RPI Rate of Inflation announced every February, plus 3.9%.

Learn more about your prices here o2.co.uk/business/prices.

Mobile options are based on a specific tariff and device. A choice of devices are available based on the tariff selected. To change to a new handset tariff 3 months cleared billing is required, and to change to a new sim only tariff there must be an up to date cleared account balance. Subject to availability, status, credit check and general terms for business customers apply.

Sim only: UK calls/texts to standard UK landlines and mobiles and when roaming in our Europe Zone. Fair Usage policy applies. Special and out of bundle numbers chargeable. Data allowances must be used within the month. Unused mins, text and data allowances cannot be carried over. Subject to availability. Terms apply, see o2.co.uk/terms.

5G available in selected areas. 5G device, sim and tariff required to access 5G.

Telefónica UK Limited 500 Brook Drive, Reading, United Kingdom, RG2 6UU t +44(0)113 272 2000.

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		VHC	Last4 Digits of Subscription			PFO
		0682^^	0683^^ <i>Com.</i>	0684^^ <i>Act/m.</i>	0685^^	
CurrentPlan	Minimum Period End	30/08/25	30/08/25	30/08/25	30/08/25	
	Monthly Cost*	£30.99	£30.99	£30.99	£30.99	
	Data Allowance	20GB	20GB	20GB	20GB	
	Device Plan**	Handset	Handset	Handset	Handset	
	Term	24 months	24 months	24 months	24 months	
Currentplan +1day	Monthly Cost*	£30.99	£30.99	£30.99	£30.99	
	Data Allowance	20GB	20GB	20GB	20GB	
Option1	Monthly Cost* increasing to	£26.50	£26.50	£26.50	£26.50	
	From April 2025	£28.00	£28.00	£28.00	£28.00	
	From April 2026	£29.50	£29.50	£29.50	£29.50	
	Data Allowance	20GB	20GB	20GB	20GB	
	Device Plan**	Handset	Handset	Handset	Handset	
	Term months	24 months	24 months	24 months	24 months	
	Monthly Cost*	£21.50	£21.50	£16.00	£21.50	
Option2	From April 2025	£23.00	£23.00	£17.50	£23.00	
	From April 2026	£24.50	£24.50	£19.00	£24.50	
	Data Allowance	3GB	3GB	20GB	3GB	
	Device Plan**	Handset	Handset	Sim Only	Handset	
	Term months	24 months	24 months	24 months	24 months	
	Monthly Cost*	£16.00	£16.00	£29.00	£16.00	
Option3	From April 2025	£17.50	£17.50	£30.50	£17.50	
	From April 2026	£19.00	£19.00	£32.00	£19.00	
	Data Allowance	20GB	20GB	50GB	20GB	
	Device Plan**	Sim Only	Sim Only	Handset	Sim Only	
	Term months	24 months	24 months	24 months	24 months	
	Monthly Cost*	£29.00	£29.00		£29.00	
Option4	From April 2025	£30.50	£30.50		£30.50	
	From April 2026	£32.00	£32.00		£32.00	
	Data Allowance	50GB	50GB		50GB	
	Device Plan**	Handset	Handset		Handset	
	Term months	24 months	24 months		24 months	
	Monthly Cost*	£29.00	£29.00		£29.00	



		(EWM) - Last4 Digits of Subscription				Toni
		2571 ^{AA}	2572 ^{AA/Leid}	2570 ^{AA/Sam}	2573 ^{AA}	
CurrentPlan	Minimum Period End	26/09/25	26/09/25	26/09/25	26/09/25	
	Monthly Cost*	£29.73	£29.73	£52.50	£29.73	
	Data Allowance	20GB	20GB	20GB	20GB	
	Device Plan**	Handset	Handset	Handset	Handset	
	Term	36 months	36 months	36 months	36 months	
Currentplan +1day	Monthly Cost*	£38.39	£38.39	£60.36	£38.39	
	Data Allowance	20GB	20GB	20GB	20GB	
Option1	Monthly Cost* increasing to	£25.50	£25.50	£44.00	£25.50	
	From April 2025	£27.00	£27.00	£45.50	£27.00	
	From April 2026	£28.50	£28.50	£47.00	£28.50	
	From April 2027	£30.00	£30.00	£48.50	£30.00	
	Data Allowance	20GB	20GB	20GB	20GB	
	Device Plan**	Handset	Handset	Handset	Handset	
	Term months	36 months	36 months	36 months	36 months	
Option2	Monthly Cost*	£21.00	£16.00	£41.50	£21.00	
	From April 2025	£22.50	£17.50	£43.00	£22.50	
	From April 2026	£24.00	£19.00	£44.50	£24.00	
	From April 2027	£25.50		£46.00	£25.50	
	Data Allowance	3GB	20GB	3GB	3GB	
	Device Plan**	Handset	Sim Only	Handset	Handset	
	Term months	36 months	24 months	36 months	36 months	
Option3	Monthly Cost*	£16.00	£31.00	£16.00	£16.00	
	From April 2025	£17.50	£32.50	£17.50	£17.50	
	From April 2026	£19.00	£34.00	£19.00	£19.00	
	From April		£35.50			
	Data Allowance	20GB	50GB	20GB	20GB	
	Device Plan**	Sim Only	Handset	Sim Only	Sim Only	
	Term months	24 months	36 months	24 months	24 months	
Option4	Monthly Cost*	£31.00		£51.50	£31.00	
	From April 2025	£32.50		£53.00	£32.50	
	From April 2026	£34.00		£54.50	£34.00	
	From April 2027	£35.50		£56.00	£35.50	
	Data Allowance	50GB		50GB	50GB	
	Device Plan**	Handset		Handset	Handset	
	Term months	36 months		36 months	36 months	

*Monthly cost excl. VAT at standard rate and will include chargeable bolt ons such as Just Call Me / Mobile Voice Recording, and recurring discounts that end at the same time as the Minimum Period if applicable.



26 AUG 2025

**All handset plans include unlimited UK minutes and texts and EU roaming as standard. Some tariffs include EU international minutes and texts, please check your existing plan, or ask an advisor when you call us



3/3

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