

19 November 2019

Information Rights & Compliance Team
99 Waverley Road
St Albans
Hertfordshire
AL3 5TL

Tel: 01727 804954
Email: Hpkt.foi@nhs.net

Our Ref: FOI/03474

Thank you for your request concerning our telephony support.

Your request has been considered and processed in accordance with the requirements of the Freedom of Information (FOI) Act 2000.

Information with regards to the organisation's telephone system maintenance contract (VOIP or PBX, other) for hardware and software maintenance and support.

- 1. Which manufacturer (PBX or VOIP) are you using as your core telephone system? e.g. Avaya, BT, Cisco, Mitel, Skype for Business?**

Our primary telephone systems are Avaya and Cisco.

- 2. Approximately how many extensions does the system support across your organisation?**

Approximately 1500 telephones across 56 sites.

- 3. Who is the incumbent/support partner for the maintenance of your VOIP/PBX?**

We have various support partners.

- 4. How many of those extensions are contact centre/customer service agents?**

Approximately 50

- 5. When does your PBX/VOIP support contract expire?**

We have multiple contracts with differing contract dates.

Should you require further clarification, please do not hesitate to contact me.



Please find enclosed an information sheet regarding copyright protection and the Trust's complaints procedure in the event that you are not satisfied with the response.

Yours sincerely

Sue Smith

Sue Smith
Information Rights Officer

Enc: Copyright Protection and Complaints Procedure Information Leaflet.

If you would like to complete a short survey in relation to your Freedom of Information request please scan the QR code below or click [here](#).

