

Ref: FOI/GS/ID 5805

**Please reply to:**  
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### **Freedom of Information Act 2000**

I am writing in response to your request for information made under the Freedom of Information Act 2000 in relation to Telephony system maintenance contract.

*You asked:*

- 1. Which manufacturer (PBX or VOIP) are you using as your core telephone system? e.g. Avaya, BT, Cisco, Mitel, Skype for Business?*
- 2. Approximately how many extensions does the system support across your organisation?*
- 3. Who is the incumbent/support partner for the maintenance of your VOIP/PBX?*
- 4. How many of those extensions are contact centre/customer service agents?*
- 5. When does your PBX/VOIP support contract expire?*

Trust response:

1. Cisco
2. 3750
3. Block Solutions
4. None
5. July 2022