

Ref: FOI/GS/ID 7810

**Please reply to:**  
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04 January 2023

## **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, mobile phones and Video Conferencing.

*You asked:*

- 1. What telephone system does the organisation use?*
- 2. How many users use the telephone system?*
- 3. Is the telephone system cloud based?*
- 4. When will the organisation next review their telephony contracts?*
- 5. Who is the main network provider the organisation uses for its mobile phones?*
- 6. How many employees have a mobile phone supplied by the organisation?*
- 7. What is the date that the organisation will next review its main mobile phone contract?*
- 8. What Video Conferencing Solutions does the organisation use?*
- 9. Does the organisation run webinars or online events?*
- 10. Does the organisation provide "click To chat" functionality on its website?*

Trust response:

1. Cisco unified communications
2. 1214
3. No
4. This is a managed service with Block and will be reviewed as part of that service contract
5. O2
6. 1327
7. April 2023
8. Teams
9. Yes via Teams
10. No