Reference: FOI1867



Request:

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

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

Avaya

• Approximately how many extensions does the system support across your organisation?

4000

• Who is the incumbent/support partner for the maintenance of your VOIP/PBX?

Maintel

• How many of those extensions are contact centre/customer service agents?

85 Concurrent agents

• When does your PBX/VOIP support contract expire?

March 2020

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