



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**