

Reference Number: FOI/2019/419
From: Commercial
Date: 22 October 2019
Subject: Telephony maintenance and support contracts

Q1 Which manufacturer (PBX or VOIP) are you using as your core telephone system? e.g. Avaya, BT, Cisco, Mitel, Skype for Business?

A1 [Cisco CallManager](#)

Q2 Approximately how many extensions does the system support across your organisation?

A2 [1500](#)

Q3 Who is the incumbent/support partner for the maintenance of your VOIP/PBX?

A3 [Capita IT Services](#)

Q4 How many of those extensions are contact centre/customer service agents?

A4 [No customer service agents](#)

Q5 When does your PBX/VOIP support contract expire?

A5 [31/03/2022](#)