

Sent via email

FOI 2016/098

15th July 2016

Dear [REDACTED]

Information Governance

Christopher Ward, West Pavilion
St Charles Centre for Health & Wellbeing
Exmoor Street
London
W10 6DZ

www.clch.nhs.uk
foi.request@clch.nhs.uk

Freedom of Information Act 2000 request: Telephone System

With reference to your request for information, dated 22nd June 2016, made under section 1(1) of the Freedom of Information Act, I am writing to inform you of the outcome of your information request.

You asked the following:

1. *What manufacturer telephone system are you using?*
2. *How many extensions are there on your telephone system?*
3. *Who maintains your telephone system?*
4. *When does your telephone system maintenance contract expire?*
5. *Are you using Lync or Skype for Business?*

Our response:

1. *Once the VoIP project completes at the end of Aug 2016, the manufacture will be Cisco.*
2. *4000*
3. *The VoIP infrastructure is maintained by Cisco through Cisillion and operationally by Capita ITES.*
4. *Ongoing Annual contract expires every 12 months from August 2015.*
5. *No.*

This completes our response to your request for information. If you are unhappy with our response, please write to us giving your reasons and we will address them. If you remain dissatisfied you are entitled to appeal to the Information Commissioner:

Customer Contact
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow SK9 5AF
Tel: 0303 123 1113
http://ico.org.uk/concerns/getting/report_concern_foi

Yours sincerely,

Jonathan Walmsley
Information Governance Facilitator
Central London Community Healthcare NHS Trust