

FOI number: **HBC_FOI_20190175**
Date FOI Received: **01/03/2019**
Department: **Information Digital Services**
Title: **Telephony systems**
Description: **Details of the telephony system and contract information.**

Request: *(As Redacted sent by requestor)*

Dear Sir or Madam

I would like to request the following information under the Freedom of Information Act:

1. Please confirm the manufacturer of the telephone equipment installed within the organisation (e.g. Avaya, Cisco, Mitel)
2. When was the telephone equipment installed? (Month, year)
3. When will the equipment reach end of life/end of contract? (Month, year)
4. Given the ISDN switch off in 2025 and the end of associated upgrades/new sales by 2021, when will your current ISDN service be replaced/be out of contract? (Month, year)
5. If you currently have SIP or VOIP contracts in place - when are they up for renewal?
6. What cloud-based office software solutions does your organisation use? (e.g. Microsoft Office 365, G Suite)
7. Who is responsible for telephony projects? (Name, job title)

Yours faithfully

Response: *(Response as Redacted sent by service)*

1. Mitel
2. July 2017
3. End of contract: July 2022
4. ISDN service has been replaced
5. July 2022
6. Microsoft Office 365
7. John Robinson, Information and Digital Services Manager

If you have any queries about the processing of your request then please do not hesitate to contact me. Further information explaining the Council's process for responding to information requests together with a complaints/appeals procedure is available in our reception or via our website at:

<https://www.hertsmere.gov.uk/Your-Council/Official-Publications--Guides--Policies/Access-to-Information.aspx>

The Information Commissioner oversees the application of the Freedom of Information Act. You may contact the Information Commissioner at:

Information Commissioners Office
Wycliffe House, Water Lane
Wilmslow

Cheshire SK9 5AF
Telephone: 01625 545700
Website: www.informationcommissioner.gov.uk

Please include the above reference number on all correspondence related to this request.

Thank you for your request.

Kind regards
Information Services