

Thank you for your Freedom of Information Request.

The response from the department concerned is as follows:

- Which manufacturer (PBX or VOIP) are you using as your core telephone system? e.g. Avaya, BT, Cisco, Mitel, Skype for Business? **Ericsson MD110 (PBX), Skype for Business (in house)**
- Approximately how many extensions does the system support across your organisation? **Lync enabled accounts 6774**
- Who is the incumbent/support partner for the maintenance of your VOIP/PBX? **Daisy Corporate Services (for PBX only) (Virgin /Microsoft./Daisy for voip)**
- How many of those extensions are contact centre/customer service agents? **Approx 200 across NCC**
- When does your PBX/VOIP support contract expire? **31/03/2020**

I hope this now satisfies your request, and should you have any further enquiries please do not hesitate to contact me directly on the details below.

In addition to this and for future reference Nottingham County Council regularly publishes previous FOIR,s and answers on its website, under Disclosure logs. (see link)

<http://site.nottinghamshire.gov.uk/thecouncil/democracy/freedom-of-information/disclosure-log/>

You can use the search facility using keywords.

If you wish to raise any concerns about the way your request was dealt with, then please write to the Team Manager, Complaints and Information, County Hall, West Bridgford, Nottingham, NG2 7QP or e-mail foi@nottscc.gov.uk quoting the reference number above.

Kind Regards

Complaints, Information & Mediation Officer.
Complaints and Information Team
Chief Executive's Dept
Nottinghamshire County Council
County Hall, West Bridgford, Nottingham, NG2 7QP