

FOI Reference Number: FOI/274/1920

Date: 31 October 2019

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?
- Approximately how many extensions does the system support across your organisation?
- Who is the incumbent/support partner for the maintenance of your VOIP/PBX?
- How many of those extensions are contact centre/customer service agents?
- When does your PBX/VOIP support contract expire?

Response:

Thank you for your information request which Mid and East Antrim Borough Council received on 22 October 2019.

Please find below Mid and East Antrim Borough Council's response.

- Which manufacturer (PBX or VOIP) are you using as your core telephone system? e.g. Avaya, BT, Cisco, Mitel, Skype for Business?
Cisco
- Approximately how many extensions does the system support across your organisation?
500
- Who is the incumbent/support partner for the maintenance of your VOIP/PBX?
EirNI
- How many of those extensions are contact centre/customer service agents?
20
- When does your PBX/VOIP support contract expire?
April 2020

If you are dissatisfied with the handling of part of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to the Chief Executive at the Braid Ballymena Town Hall, 1-29 Bridge Street, Ballymena, BT43 5EJ.

Please remember to quote the reference number FOI/274/1920 in any future communications.

If you are not content with the outcome of an internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Please be advised that Mid and East Antrim Borough Council may release the response to this information request into the public domain via our website at <https://www.midandeantrim.gov.uk/>.

If we publish our response to your request, your personal data will be removed to protect your privacy.