



## **Dorset Clinical Commissioning Group**

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REF: FOI 160

05 November 2019

Dear Requestor

### **Request made under the Freedom of Information Act 2000**

On 22/10/2019 you sent a request, made under the Freedom of Information Act, relating to telephony. I now provide this information as an attachment.

I trust that this is the information you require and that your request has been fully discharged.

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Please note that, under the Re-use of Public Sector Information Regulations, if you wish to publish or otherwise use this information besides for your own means, you will need to seek our permission to do so.

If you are unhappy with this response, you are entitled to request an internal review of our decision, handled where possible by a member of staff not directly involved in the initial decision. If you wish to request such a review, please write direct to the Data Protection Officer, NHS Dorset, Ground Floor, West Wing, Vespasian House, Barrack Road, Dorchester DT1 1TG. We aim to deal with requests for internal review within three weeks of receipt, although where the issues involved are very complicated this period may be extended up to a total of six weeks.

If you have queries about this response, please do not hesitate to contact me quoting the above reference number.

Yours sincerely

***Signature Removed***

**Paddy Baker**  
Data Protection Officer  
NHS Dorset Clinical Commissioning Group

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

**Response:** Mitel

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

**Response:** 350

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

**Response:** Maintel

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

**Response:** We have 38 licenses but these are currently not in use

**Q5:** When does your PBX/VOIP support contract expire?

**Response:** June 2020