

Request under Freedom of Information Act 2000

Thank you for your request for information which we received on 22 October 2019.

I am pleased to confirm the following.

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?

2000

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

5i

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

300

When does your PBX/VOIP support contract expire?

Approx. 08/2020

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If you are unhappy with the information received in response to this request, please address your complaint to the Patient Affairs Office at Milton Keynes Hospital NHS Foundation Trust, Standing Way, Eaglestone, Milton Keynes MK6 5LD. If, after exhausting our internal process, you are still unhappy with the information received, you may write to the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

If you need any further assistance, please do not hesitate to contact us at the address above.

Yours sincerely

Freedom of Information Co-ordinator
For and on behalf of Milton Keynes Hospital NHS Foundation Trust

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