



**The Clatterbridge
Cancer Centre**
NHS Foundation Trust

Clatterbridge Road
Bebington
Wirral
CH63 4JY

Tel: 0151 556 5000
Web: www.clatterbridgecc.nhs.uk

Date: 14 November 2019

Re: Freedom of Information Request
Ref: 298 - 2019

Thank you for your email dated the 22nd October 2019, requesting information with regards to telephony and communications.

The information that you require is as follows:

1. Information with regards to the organisation's telephone system maintenance contract (VOIP or PBX, other) for hardware and software maintenance and support.
 - a. Which manufacturer (PBX or VOIP) are you using as your core telephone system? e.g. Avaya, BT, Cisco, Mitel, Skype for Business?
Cisco VOIP and a Service Level Agreement with Wirral University Teaching Hospital (WUTH) for PBX and Switchboard services
 - b. Approximately how many extensions does the system support across your organisation?
Approx. 1000 extensions
 - c. Who is the incumbent/support partner for the maintenance of your VOIP/PBX?
CDW Ltd. is the incumbent/support partner for the maintenance of our VOIP/PBX
 - d. How many of those extensions are contact centre/customer service agents?

6 of those extensions are contact centre/customer service agents

e. When does your PBX/VOIP support contract expire?

VOIP - 18/02/2020

PBX/Switchboard with WUTH - 31/03/2020

Should you require any further information please do not hesitate to contact me on the email address provided below.

Please remember to quote the reference number above in any future communications.

If you are dissatisfied with the handling of your request, you have the right to ask for this to be investigated internally.

If you are dissatisfied with the information you have received, you have the right to ask for an internal review.

Both processes will be handled in accordance with our Trust's Freedom of Information Policy and the Freedom of Information Act 2000.

Internal investigation and 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: Freedom of Information Review, The Clatterbridge Cancer Centre NHS Foundation Trust, Clatterbridge Road, Bebington, Wirral, CH63 4JY

If you are not satisfied with the outcome of the internal investigation/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.

In order for us to ensure customer satisfaction and to monitor compliance with the Freedom of Information Act 2000, we would be grateful if you could take a couple of minutes to complete a short feedback form via the link below:

<https://www.surveymonkey.co.uk/r/H39RFMM>