

GREATER LONDON AUTHORITY

[REDACTED]
[REDACTED]
(By email)

Our Ref: MGLA221019-5430

24 October 2019

Dear [REDACTED]

Thank you for your request for information which the GLA received on 22 October 2019. Your request has been dealt with under the Freedom of Information Act 2000.

Please find below a copy of your questions and the information we hold within the scope of your request:

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

- Mitel

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

- 2533 extension numbers

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

- Maintel

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

- 30 ACD agents extension number for 3 different ACDs

When does your PBX/VOIP support contract expire?

- 31 May 2020 with a provision to extend for 24 months

If you have any further questions relating to this matter, please contact me, quoting the reference MGLA221019-5430.

Yours sincerely



Information Governance Officer

If you are unhappy with the way the GLA has handled your request, you may complain using the GLA's FOI complaints and internal review procedure, available at:

<https://www.london.gov.uk/about-us/governance-and-spending/sharing-our-information/freedom-information>