

Freedom of Information request 481-19

Request

Information with regards to the organisation's telephone system maintenance contract (VOIP or PBX, other) for hardware and software maintenance and support.

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

Response

1. NHS Borders uses Siemens/Unify.
2. Approximately 1,700 extensions are supported.
3. Maintel.
4. None.
5. The contract is due to expire in March 2021.

If you are not satisfied with the way your request has been handled or the decision given, you may ask NHS Borders to review its actions and the decision. If you would like to request a review please apply in writing to, Freedom of Information Review, NHS Borders, Room 2EC3, Education Centre, Borders General Hospital, Melrose, TD6 9BS or foi.enquiries@borders.scot.nhs.uk.

The request for a review should include your name and address for correspondence, the request for information to which the request relates and the issue which you wish to be reviewed. Please state the reference number **481-19** on this request. Your request should be made within 40 working days from receipt of this letter.

If following this review, you remain dissatisfied with the outcome, you may appeal to the Scottish Information Commissioner and request an investigation of your complaint. Your request to the Scottish Information Commissioner should be in writing (or other permanent form), stating your name and an address for correspondence. You should provide the details of the request and your reasons for dissatisfaction with both the original response by NHS Borders and your reasons for dissatisfaction with the outcome of the internal review. Your application for an investigation by the Scottish Information Commissioner must be made within six months of your receipt of the response with which you are dissatisfied. The address for the Office of the Scottish Information Commissioner is, Office of the Scottish Information Commissioner, Kinburn Castle, Doubledykes Road, St Andrews, Fife.