

## Freedom of Information request 599-22

---

### Request

1. What telephone system does the organisation use?
2. How many users use the telephone system?
3. Is the telephone system cloud based?
4. When will the organisation next review their telephony contracts?
5. Who is the main network provider the organisation uses for its mobile phones?
6. How many employees have a mobile phone supplied by the organisation?
7. What is the date that the organisation will next review its main mobile phone contract?
8. What Video Conferencing Solutions does the organisation use?
9. Does the organisation run webinars or online events?
10. Does the organisation provide "click to chat" functionality on its website?

### Response

1. NHS Borders uses Avaya and Siemens telephone systems.
2. There is a total of 2800 users.
3. The telephone system is not cloud based.
4. The telephony contracts are nationally procured and will be reviewed in 2023.
5. NHS Borders uses EE for mobile phones.
6. The number of NHS Borders staff with a mobile phone is 1700.
7. This is a nationally procured contract due for review in 2023.
8. NHS Borders have 3 video conferencing rooms – 2 with a Cisco kit and 1 with a Tanberg kit.
9. NHS Borders does not run webinars or online events.
10. NHS Borders does not provide "click to chat" functionality on the website.

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](mailto: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 **599-22** 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.