

26 July 2016

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By email

████████████████████

Dear ██████████

Request under the Freedom of Information Act 2000 (the “FOI Act”)

I refer to your email of **27 June 2016** in which you requested information under the FOI Act from Monitor/the NHS Trust Development Authority. Since 1 April 2016, Monitor and the NHS Trust Development Authority are operating as an integrated organisation known as NHS Improvement. For the purposes of this decision, NHS Improvement means Monitor and the TDA.

Your request

You made the following request:

“We are writing to make a request for information under the Freedom of Information Act 2000.

“Please send us the following details

- *What manufacturer telephone system are you using?*
- *How many extensions are there on your telephone system?*
- *Who maintains your telephone system?*
- *When does your telephone system maintenance contract expire?*
- *Are you using Lync or Skype for Business?*

We would like this information to be provided as an email response and look forward to receiving it.”

Decision

NHS Improvement holds the information that you have requested.

NHS Improvement has decided to release all of the information that it holds as set out in the responses to your questions below. The responses set out below deal with Monitor and the TDA separately.

- **What manufacturer telephone system are you using?**

Monitor has a Cisco IP telephone system.

The TDA is currently using Lync as their telephone system.

- **How many extensions are there on your telephone system?**

Monitor currently has around 800 active telephone lines.

The TDA currently has 425 active telephone lines.

- **Who maintains your telephone system?**

For the Monitor systems, the lines (SIP trunks) and calls are maintained by Spitfire and the maintenance of the Cisco call manager and hardware is with Advanced 365.

For the TDA, the telephone system is maintained by Atos.

- **When does your telephone system maintenance contract expire?**

Monitor lines/calls are on a 12 month rolling contract. The Advanced 365 contract is due to expire on 31 March 2020.

The contract for the telephone systems for the TDA is held by the Department of Health. Information on how to submit a Freedom of Information request to the Department of Health can be found [here](#)

- **Are you using Lync or Skype for Business?**

Monitor currently uses Skype for Business.

The TDA currently uses Lync.

Review rights

If you consider that your request for information has not been properly handled or if you are otherwise dissatisfied with the outcome of your request, you can try to resolve this informally with the person who dealt with your request. If you remain dissatisfied, you may seek an internal review within NHS Improvement of the issue or the decision. A senior member of NHS Improvement's staff, who has not previously been involved with your request, will undertake that review.

If you are dissatisfied with the outcome of any internal review, you may complain to the Information Commissioner for a decision on whether your request for information has been dealt with in accordance with the FOI Act.

A request for an internal review should be submitted in writing to FOI Request Reviews, NHS Improvement, Wellington House, 133-155 Waterloo Road, London SE1 8UG or by email to nhsi.foi@nhs.net.

Publication

Please note that this letter will shortly be published on our website. This is because information disclosed in accordance with the FOI Act is disclosed to the public at large. We will, of course, remove your personal information (e.g. your name and contact details) from the version of the letter published on our website to protect your personal information from general disclosure.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'J.R.', with a horizontal line underneath.

John Ross
Estates & Facilities Lead