



Ministry
of Defence

Ministry of Defence
D3, Building 405
Corsham
Wiltshire
SN13 9NR
United Kingdom

Ref: FOI2019/12092

E-mail: ISS-SecretariatGpMbx@mod.gov.uk

24 October 2019

Dear [REDACTED],

Thank you for your email of 22 October 2019 requesting the following information:

"I would like to request the following information for research purposes please. This will enable our company – IP Integration to potentially approach you with a maintenance contract for your telephony support when the time is right, rather than randomly!

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

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

Most of the organisations that I've been in touch with so far have been able to answer these questions, but if there are any issues or you would like clarification on anything, please let me know."

I am treating your correspondence as a request for information under the Freedom of Information Act 2000 (FOIA).

A search for the information has now been completed within the Ministry of Defence, and I can confirm that all the information in scope of your request is held.

The information you have requested can be found below:

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

The core telephony system is via BT with Unify, Siemens & Nortel PABX in the distributed PABX estate. The VoIP service is Skype for Business.

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

The Core system has circa 200,000 extensions.

The VoIP system has circa 195,000 extensions.

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

British Telecom PLC

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

Circa 750

5. *When does your PBX/VOIP support contract expire?*

The PBX and VOIP Gateway Base Contract is part of the IUS Contract which is due to expire in September 2020, the contract also contains two further one-year extension options.

Skype is provided through the MODNet contract via an OnPrem service which is on contract until September 2020, with further extensions available.

If you have any queries regarding the content of this letter, please contact this office in the first instance.

If you wish to complain about the handling of your request, or the content of this response, you can request an independent internal review by contacting the Information Rights Compliance team, Ground Floor, MOD Main Building, Whitehall, SW1A 2HB (e-mail CIO-FOI-IR@mod.gov.uk). Please note that any request for an internal review should be made within 40 working days of the date of this response.

If you remain dissatisfied following an internal review, you may raise your complaint directly to the Information Commissioner under the provisions of Section 50 of the Freedom of Information Act. Please note that the Information Commissioner will not normally investigate your case until the MOD internal review process has been completed. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Further details of the role and powers of the Information Commissioner can be found on the Commissioner's website at <https://ico.org.uk/>.

Yours sincerely,

Information Systems and Services (ISS) Secretariat