

# SSRO

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Regulations Office

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[www.gov.uk/ssro](http://www.gov.uk/ssro)

18 December 2019

Dear [REDACTED]

**Freedom of Information Request, Reference RFI 029**  
**Subject: Communications and Telephony Request**

Thank you for your Freedom of Information request received on 28 November 2019.

In your request, you asked us to provide information relating to a number of questions as follows:

- 1) Please confirm the manufacturer of your telephony system(s) that are currently in place?
- 2) When was the installation date of your telephony equipment?
- 3) Who maintains your telephony system(s)?
- 4) Please confirm value of the initial project and value of annual support/maintenance services (in £)?
- 5) When is your contract renewal date?
- 6) Please confirm the manufacturer of your Contact centre system(s) that are currently in place?
- 7) When was the installation date of your contact centre infrastructure?
- 8) Who maintains your contact centre system(s)?
- 9) Please confirm value of the initial project and value of annual support/maintenance services (in £)?
- 10) How many contact centre employees/agents do you have?
- 11) When is your contract renewal date?
- 12) Do you use Unified Communications or Collaboration tools such as Microsoft Skype for Business/ Cisco/Avaya/Mitel? If yes, what tools are you currently using?
- 13) How many employees do you have overall within your organisation?
- 14) Who currently provides your calls and lines?
- 15) What is your current annual spend on calls and lines?
- 16) When is your contract renewal date?
- 17) Are you using SIP or ISDN?
- 18) Do you use a wide area network?

Our response to your questions is as follows:

- 1) The SSRO does not have a telephony system as we use VOIP via Microsoft Skype for Business
- 2) The SSRO does not have a telephony system as we use VOIP via Microsoft Skype for Business
- 3) The SSRO does not have a telephony system as we use VOIP via Microsoft Skype for Business
- 4) £0 as The SSRO does not have a telephony system as we use VOIP via Microsoft Skype for Business
- 5) The SSRO does not have a telephony system as we use VOIP via Microsoft Skype for Business
- 6) The SSRO does not run a contacts centre
- 7) The SSRO does not run a contacts centre
- 8) The SSRO does not run a contacts centre
- 9) £0 as the SSRO does not run a contacts centre
- 10) The SSRO does not run a contacts centre
- 11) The SSRO does not run a contacts centre
- 12) The SSRO uses Microsoft Skype for Business
- 13) The SSRO has 37 employees.
- 14) Calls are made and received through VOIP via Microsoft Skype for Business. There is one BT MPLS line that provides the internet connectivity for the office.
- 15) The annual cost of the Skype for Business calling plans for the SSRO is £5243.99 (including VAT). The BT MPLS line is £9888 (including VAT).
- 16) The renewal date for the Microsoft Enterprise Agreement that covers Skype for Business is 01/01/2021. The renewal date for the BT MPLS line is 17/01/2021.
- 17) Microsoft Skype for Business uses SIP.
- 18) No, it is a LAN.

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original request and should be addressed to: Neil Swift, c/o Enquiries, [enquiries@ssro.gov.uk](mailto:enquiries@ssro.gov.uk).

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely,

[REDACTED]  
Enquiries