



Northamptonshire Fire and Rescue Service

Please ask for: Service Information Team Leader
Tel: 01604 797000
Our ref:
Your ref: N/A
Date: 04 November 2019
If you have any difficulty in obtaining the above telephone number please email enquiries@northantsfire.gov.uk.

Re: Request for information (our ref: NFRS2019-103-113)

I am writing in response to your request for information under the Freedom of Information Act 2000, received 22 October 2019. Our response is provided below:

I would like to request the following information for research purposes please with regards to the organisation's telephone system maintenance contract (VOIP or PBX, other) for hardware and software maintenance and support.

Q1 *Which manufacturer (PBX or VOIP) are you using as your core telephone system? e.g. Avaya, BT, Cisco, Mitel, Skype for Business?*

Northamptonshire Fire and Rescue Service (NFRS) use the manufacturer Cisco.

Q2 *Approximately how many extensions does the system support across your organisation?*

There are currently 150 telephone users within NFRS.

Q3 *Who is the incumbent/support partner for the maintenance of your VOIP/PBX?*

NFRS does not have a support partner for the maintenance of our telephone system as this is carried out in house.

Q4 *How many of those extensions are contact centre/customer service agents?*

NFRS does not have a contact centre, we have one main line for external incoming enquiries which is covered on a rotational basis.

Q5 *When does your PBX/VOIP support contract expire?*

It is our intention to review our telephony infrastructure in Q3 of 2020 initiated as part of server licensing review.

Continued/...2



If I can be of any further assistance please do not hesitate to contact me quoting reference NFRS2019-103-113.

Yours sincerely

Service Information Team Leader

If you are unhappy with the response, you can ask the Service to review it. To do this, please email enquiries@northantsfire.gov.uk or alternatively write to the address below:

Service Information Manager
Northamptonshire Fire and Rescue Service
Moulton Logistics Centre
Moulton Way
Northampton
NN3 6XJ

If our internal review does not resolve the issue to your complete satisfaction, you have the right to apply to the Information Commissioner for a decision at the following address:

Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF