

## Freedom of Information Act 2000

Your request for information has now been considered and the Council's response to your questions is shown below.

### You asked:

#### Overall Communications Questions:

**1. What PABX/Telephone System does your organisation use?**

Answer:

Microsoft Lync, Virgin Media Business Centrex, currently decommissioning Siemens isdx & Realitis

**2. Who maintains the PABX/telephone system?**

There is no PABX's to maintain.

**3. How much is the annual maintenance contract for your PABX/telephone system?**

Zero

**4. What percentage of your desk telephones are Analog, Digital and VoIP/SIP**

50% softphones on PCs, 5% VOIP, 45% Analogue

**5. What is the process of auditing your telephone system and equipment?**

In progress with specialist consultancy

**6. How do you store the audit of your telephone system and equipment?**

Not applicable

**7. How do you check for end-of-life components in your PABX/telephone system?**

Not applicable

**8. How do you check your maintenance charges are accurate?**

Not applicable

**9. What is the overall annual communications budget?**

£1.1M

#### Voice Mail and Call Routing:

**10. Do you use an integrated voice mail / auto-attendant platform or a 3rd party solution?**

Yes, integrated.

**11. Do you route calls using voice prompts (e.g. "Press 1 for housing...")?**

Yes

**12. Which vendor do you use?**

Microsoft & Netcall

**13. How much is your annual maintenance this?**

Microsoft - Not applicable, Netcall = £51336.00

**14. When is your contract due for renewal?**

Netcall = 31<sup>st</sup> March 2015

**Call logging and Accounting:**

**15. What Call Logger/Accounting platform do you use to measure costs and performance?**

Tiger 2020

**16. Does it provide a web interface for all of your departments/users?**

No in current version

**17. Does it provide users with automatic scheduled email reports?**

Yes

**18. How much is your annual maintenance contract for this?**

£2902

**19. When is the contract due for renewal?**

31<sup>st</sup> July 2014

**Call Recording**

**20. Do you record calls?**

Yes

**21. What percentages of your telephone extensions are recorded?**

Only those people using the Netcall ACD

**22. What vendor solution is used?**

It's part of the Netcall ACD system referenced in Qs 12-14 above

**23. How much is the annual maintenance for this?**

See Q 13

**24. When is your contract due for renewal?**

31<sup>st</sup> March 2015

## **Contacts**

### **25. Who is responsible for telecommunication purchases?**

Jill Craig – Director Information & Customer Access.

### **26. What are their contact details?**

[Jill.craig@leicester.gov.uk](mailto:Jill.craig@leicester.gov.uk)

### **27. Who is responsible for Software purchases?**

Jill Craig – Director Information & Customer Access

### **28. What are their contact details?**

[Jill.craig@leicester.gov.uk](mailto:Jill.craig@leicester.gov.uk)

The legislation allows you to use the information supplied for your own personal use, or for journalistic purposes. If the information is a dataset (which does not relate to the environment), you may also use the information for commercial re-use under an [Open Government Licence](#).

If you are dissatisfied with the handling of your request please write to:

**Information Governance Manager  
Information and Support  
Leicester City Council  
FREEPOST (LE985/33)  
New Walk Centre  
LEICESTER LE1 6ZG  
e-mail: [info.requests@leicester.gov.uk](mailto:info.requests@leicester.gov.uk)**

Your request for internal review should be submitted to the above address within 40 (forty) working days of receipt by you of this response. Any such request received after this time will only be considered at the Council's absolute discretion.

You may also seek independent advice from the Information Commissioner at:

**Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow SK9 5AF  
Telephone: 01625 545 700  
[www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)**

Please be aware that the Information Commissioner does not normally consider requests until the internal appeals process of the Council has been exhausted. You are therefore advised to appeal to the Information Governance Manager before contacting the Commissioner.