

Ref. No: FOI2276
Date: 08/01/2026
Subject: Telecoms

REQUEST & RESPONSE

Telephone System

What make is your telephone system?

CISCO /Siemens

How old is the telephone system you operate?

The system was originally installed 20 years ago, with the software being continuously updated. The current hardware is 4 years old.

How many users do you have?

8000

Is your telephone system cloud based or on premise?

On Premise

Can your switchboard operators transfer external incoming calls to all users across your estate?

Yes

How many extensions does your telephone system have?

8000

Telecoms Estate

How much do you spend annually on telecoms?

£250k

Do you know how this is split into Voice Telecoms / Data Networking / Mobile Communications / Maintenance?

Yes

Which suppliers do you use for Voice / Data / Mobile / Maintenance?

How many analogue lines do you have?

0

How many ISDN2 Services do you have?

0

How many ISDN30 Services do you have?

3

How many mobiles do you have?

2500

Have you done anything about the Analogue Switch Off / Digital Switch On?

If so, what have you done?

All legacy lines have either been or in the process of being moved to SIP

What are the contact details for the person who looks after telecoms and the costs associated with these?

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Microsoft

How much do you spend annually with Microsoft? - **£1,728k**

How often do you review licensing costs? **Every 3 years**