

Reference:	FOI.1735.19
Subject:	Telephone system maintenance contract
Date of Request:	22 October 2019

Requested and response:

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

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

Hywel Dda University Health Board's (the Health Board) telephone system manufacturers are provided within the table below.

Telephone System	Manufacturer
PBX	NEC Phillips
VoIP	Mitel

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

The table below provides the number of extensions supported each telephone system.

Manufacturer	Extensions
NEC Phillips	4,000
Mitel	2,500

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

The table below provides the incumbent/support partner for each of the systems.

Telephone System	Manufacturer
PBX	Getronics
VoIP	Maintel

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

Thirty (30) of the VoIP extensions are connected to contact centre agents.

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

The table below provides each of the contract's expiration dates.

Telephone System	Manufacturer
NEC Phillips	30 June 2020
Mitel	30 September 2021