

Nicola Hesketh  
Project and Information Co Ordinator

**Our Ref: FOI4057/NH/02**  
**Please ask for: Nicola Hesketh**  
**Direct dial: 01827 709 587**  
**E-mail: FOImailbox@tamworth.gov.uk**

[name redacted]  
PTS Consulting Group  
60 New Broad Street  
EC2M 1JJ

9<sup>th</sup> August 2016

Dear [name redacted]

### **Freedom of Information – Request for Information**

With regards to your recent enquiry for information held by the Authority under the provisions of the Freedom of Information Act. Please find the information you requested below with reference in the box to your original enquiry for clarity where multiple answers are required.

#### **Details of Your Request**

*What manufacturer telephone system are you using?*

- *How many extensions are there on your telephone system?*
- *Who maintains your telephone system?*
- *When does your telephone system maintenance contract expire?*
- *Are you using Lync or Skype for Business?*

#### **The response to your request as follows:**

- **Mitel**
- **350**
- **Daisy Communications**
- **Dec 2019**
- **Not yet**

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Project and Information Coordinator,  
Tamworth Borough Council,  
Marmion House,  
Lichfield Street,  
Tamworth,  
B79 7BZ

Details of Tamworth Borough Council's internal review and complaints procedure are attached, in accordance with the provisions of the Act.

Yours Sincerely

Nicola Hesketh  
Project and Information Coordinator