

Nicola Hesketh
Project and Information Co Ordinator

Our Ref: FOI4102/NH/02
Please ask for: Nicola Hesketh
Direct dial: 01827 709 587
E-mail: FOImailbox@tamworth.gov.uk

[name redacted]
Tele-Response Limited
Unit F21, Main Building
Kestrel Court
Portishead
BS20 7AN

23rd September 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

With this in mind we would like to request the following information under the Freedom of Information Act, please let me know if the information I have requested is Confidential or if there is a Cost attached in its retrieval. -

1. Phone System
 - a. What Manufacturer is your phone system?
 - b. When date does your support contract come up for renewal on the Phone System?
 - c. What is the current cost of the phone system Support?
 - d. Which Company is the support Contract with?
 - e. What procurement route do they use for this, is there a preferred framework?
2. Contacts
 - a. Who is responsible for Telecommunication in the organisation and what are their contact details?
 - b. Who is responsible for ICT Infrastructure in the organisation and what are their contact details?

The response to your request as follows:

- 1. Mitel**
 - a. As above**
 - b. Dec 2018**
 - c. £1200**
 - d. Daisy Communications**
 - e. Intend**

- 2. Contacts**
 - a. Tracey Tudor, tracey-tudor@tamworth.gov.uk**
 - b. Gareth Youlden, gareth-youlden@tamworth.gov.uk**

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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