

Reference Number: FOI202223/407
From: Private Individual
Date: 11 November 2022
Subject: Details of Trust telephony system, usage of Trust mobile phones and video conferencing solutions

- Q1 What telephone system does the organisation use?
A1 [Avaya](#)
- Q2 How many users use the telephone system?
A2 [2550](#)
- Q3 Is the telephone system cloud based?
A3 [No](#)
- Q4 When will the organisation next review their telephony contracts?
A4 [Information not held – There is no current date set for this review](#)
- Q5 Who is the main network provider the organisation uses for its mobile phones?
A5 [EE](#)
- Q6 How many employees have a mobile phone supplied by the organisation?
A6 [1598](#)
- Q7 What is the date that the organisation will next review its main mobile phone contract?
A7 [Information not held – There is no current date set for this review](#)
- Q8 What Video Conferencing Solutions does the organisation use?
A8 [O365 Teams](#)
- Q9 Does the organisation run webinars or online events?
A9 [Yes](#)
- Q10 Does the organisation provide "click To chat" functionality on its website?
A10 [There is a digital assistance function. This is not a chat with a member of staff.](#)