



Assurance Group
London Borough of Barnet,
2 Bristol Avenue, Colindale,
London NW9 4EW
23 October 2019
Our ref: 5733044

Thank you for your request received on 22 October 2019, for the following information:

I would like to request the following information for research purposes please. This will enable our company ' IP Integration to potentially approach you with a maintenance contract for your telephony support when the time is right, rather than randomly!

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

- * Which manufacturer (PBX or VOIP) are you using as your core telephone system? e.g. Avaya, BT, Cisco, Mitel, Skype for Business?**
- * Approximately how many extensions does the system support across your organisation?**
- * Who is the incumbent/support partner for the maintenance of your VOIP/PBX?**
- * How many of those extensions are contact centre/customer service agents?**
- * When does your PBX/VOIP support contract expire?**

Most of the organisations that I've been in touch with so far have been able to answer these questions, but if there are any issues or you would like clarification on anything, please let me know.

We have processed this request under the Freedom of Information Act 2000.

Response

I am writing to inform you that we have searched our records and the information you requested is not held by London Borough of Barnet.

Barnet has outsourced it's IT provision to Capita. Details of the contract can be found at:

<https://open.barnet.gov.uk/dataset/regional-enterprise-ltd-re-contract>

If you are dissatisfied with the response in any way, there is a complaints process which can be found at **Annex A**.

Further information

If you are interested in the data that the council holds you may wish to visit Open Barnet, the council's data portal. This brings together all our published datasets and other information of interest on one searchable database for anyone, anywhere to access. <http://open.barnet.gov.uk/>

Advice and Assistance : Direct Marketing

If you are a company that intends to use the names and contact details of council officers (or other officers) provided in this response for direct marketing, you need to be registered with the Information Commissioner to process personal data for this purpose. You must also check that the individual (whom you wish to contact for direct marketing purposes) is not registered with one of the Preference Services to prevent Direct Marketing. If they are you must adhere to this preference.

You must also ensure you comply with the Privacy Electronic and Communications Regulations (PECR). For more information follow this Link www.ico.org.uk

For the avoidance of doubt the provision of council (and other) officer names and contact details under FOI does not give consent to receive direct marketing via any media and expressly does not constitute a 'soft opt-in' under PECR.

Your rights

If you are unhappy with the way your request for information has been handled, you can request a review within the next 40 working days by writing to the Information Management Team at: foi@barnet.gov.uk. Or by post to Information Management Team (FOI) London Borough of Barnet, 2 Bristol Avenue, Colindale, NW9 4EW

If, having exhausted our review procedure, you remain dissatisfied with the handling of your request or complaint, you will have a right to appeal to the Information Commissioner at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF (telephone: 0303 123 1113; website www.ico.org.uk). There is no charge for making an appeal.

Annex A – Making an appeal

If you are dissatisfied with the way in which your information request has been dealt with you can request an internal review by emailing the Council's Data Protection Officer email: data.protection@barnet.gov.uk (Please quote the reference number above) or by writing to:

The Data Protection Officer

Information Management Team

London Borough of Barnet

North London Business Park

Oakleigh Road South

London N11 1NP

If you remain dissatisfied with the outcome of the review you have a further right of appeal to the Information Commissioner, who regulates the implementation of the Data Protection Act 2018. The Commissioner can be contacted at the following address:

Information Commissioner's Office

Wycliffe House Water Lane

Wilmslow

Cheshire

SK9 5AF

website at www.ico.gov.uk.

Email: casework@ico.org.uk

Telephone: 0303 123 1113

Textphone: 01625 545860

Monday to Friday, 9am to 4:30pm

You can also chat online with an advisor.

There is no charge for making an appeal.