



FOI REF:	14211
RESPONSE SENT:	16/04/2024

Request:

1. Details on your current telephony and customer service call centre platform and who supplies this current.
2. Details on your telephone lines utilised and who supplies this currently.
3. Current costs for the maintenance of the telephony platform.
4. Current costs for the telephone line rentals.
5. Contract renewal date for the telephony platform.
6. Contract renewal date for your telephone lines.
7. Name and contact details for the person who is responsible for your Telecommunication Services.

Response:

1. South West Comms and Mitel
2. Virgin, BT, Gamma
3. £12,000 approx.
4. Various
5. June 2025
6. Rolling
7. itbusinesssupport@winchester.gov.uk

