

9 December 2022

Dear

ATISN 16922 – Telephone System

Information requested

Thank you for your request which I received on 12 November 2022. The information you have requested can be found in Annex A.

Our response

The information you have requested is set out at Annex B.

If you are dissatisfied with the Welsh Government's handling of your request, you can ask for an internal review within 40 working days of the date of this response. Requests for an internal review should be addressed to the Welsh Government's Freedom of Information Officer at:

Information Rights Unit
Welsh Government
Cathays Park
Cardiff
CF10 3NQ

Or e-mail: Freedom.ofinformation@gov.wales

Please remember to quote the ATISN reference number above.

You also have the right to complain to the Information Commissioner. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

However, please note that the Commissioner will not normally investigate a complaint until it has been through our own internal review process.

Yours sincerely

Annex A

1. What telephone system does the organisation use?
2. How many users use the telephone system?
3. Is the telephone system cloud based?
4. When will the organisation next review their telephony contracts?
5. Who is the main network provider the organisation uses for its mobile phones?
6. How many employees have a mobile phone supplied by the organisation?
7. What is the date that the organisation will next review its main mobile phone contract?
8. What Video Conferencing Solutions does the organisation use?
9. Does the organisation run webinars or online events?
10. Does the organisation provide "click To chat" functionality on its website?

Annex B

1. What telephone system does the organisation use?	Microsoft Teams with Domestic Calling Plans
2. How many users use the telephone system?	We are licenced for 6650 users.
3. Is the telephone system cloud based?	Yes
4. When will the organisation next review their telephony contracts?	There is no current date planned.
5. Who is the main network provider the organisation uses for its mobile phones?	Vodafone and EE
6. How many employees have a mobile phone supplied by the organisation?	2572
7. What is the date that the organisation will next review its main mobile phone contract?	This is currently under review.
8. What Video Conferencing Solutions does the organisation use?	Microsoft Teams is used as the corporate solution.
9. Does the organisation run webinars or online events?	Yes
10. Does the organisation provide "click To chat" functionality on its website?	No