



University of East Anglia

Information Services Directorate



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03 August 2016

Dear 

**Freedom of Information Act 2000 – Information request (ref: FOI\_16-152)**

We have now considered your request of 2 August 2016 for information relating to telephony systems used by the University of East Anglia. Our response is on page 2 of this letter, together with a copy of your request.

We hope this information will meet your requirements, however if you are not satisfied you have the right of appeal. If you wish to appeal, please set out in writing your reasons for appealing and send to the above address. You must appeal within 60 calendar days of the date of this letter. Any appeal received after that date will not be considered nor acknowledged. This policy has been reviewed and approved by the Information Commissioner's Office.

You also have a subsequent right of appeal to the Information Commissioner's Office. Further information is available on their website: [https://ico.org.uk/Global/contact\\_us](https://ico.org.uk/Global/contact_us), or by telephone on 0303 123 1113.

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Please quote our reference given at the head of this letter in all correspondence.

Yours sincerely

Dave Palmer  
Information Policy and Compliance Manager  
University of East Anglia

**Response to Freedom of Information Act 2000 request (FOI\_16-152)**

***What manufacturer telephone system are you using?***

Unify

***How many extensions are there on your telephone system?***

Licensed: 6,000, Programmed: 4,000, Active: 3,500 approx.

***Who maintains your telephone system?***

Unify

***When does your telephone system maintenance contract expire?***

31 October 2018

***Are you using Lync or Skype for Business?***

Yes