

25/11/19

FREEDOM OF INFORMATION (FOI) REQUEST

Thank you for your enquiry, received on 22 November 2019.

Specifically you requested:

Please confirm the manufacturer of your telephony system(s) that are currently in place?

The CCC does not utilise a stand-alone telephony system but uses products procured through a contract held with our Sponsor Department, the Department for Environment, Food and Rural Affairs ('Defra').

When was the installation date of your telephony equipment?

N/A – see above.

Who maintains your telephony system(s)?

N/A – see above.

Please confirm value of the initial project and value of annual support/maintenance services (in £)?

N/A – see above.

When is your contract renewal date?

N/A – see above.

Please confirm the manufacturer of your Contact centre system(s) that are currently in place?

N/A – see above.

When was the installation date of your contact centre infrastructure?

N/A – see above.

Who maintains your contact centre system(s)?

N/A – see above.

Please confirm value of the initial project and value of annual support/maintenance services (in £)?

N/A – see above.

How many contact centre employees/agents do you have?

N/A – see above

When is your contract renewal date?

N/A – see above.

Do you use Unified Communications or Collaboration tools such as Microsoft Skype for Business/ Cisco/Avaya/Mitel? If yes, what tools are you currently using?

The CCC uses Cisco and Microsoft Skype.

How many employees do you have overall within your organisation?

The CCC has approximately 30 members of staff.

Who currently provides your calls and lines?

The telephony used by the CCC is part of a package of products provided through a contract held with Defra.

What is your current annual spend on calls and lines?

The CCC does not hold this information within the breakdown of charges currently provided by Defra.

When is your contract renewal date?

The CCC does not hold this information.

Are you using SIP or ISDN?

The CCC does not hold this information.

Do you use a wide area network?

We are not aware if the CCC utilises a wide area network.

This concludes our response to your request.

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. If you are not content with the outcome of the review, you may apply directly to the Information Commissioner for a decision.

In keeping with our transparency policy, the information released to you will be published on www.theccc.org.uk. Please note that this publication will not include your personal data.

Kind regards,

Committee on Climate Change