

**From:** Freedom of Information Requests  
**Sent:** Thursday, August 29, 2024 1:21 PM  
**To:**  
**Subject:** Freedom of Information response -

Dear [REDACTED]

Thank you for your Freedom of Information request dated 12 August 2024 for information about ICT systems. Please find below City of Doncaster Council's responses to the questions you have raised.

#### Mobile phones

Who is your current mobile phone provider? BT  
How many mobile connections? 3659  
When is the contract up for renewal? \*  
How long do you contract for (24 or 36 months)? \*  
The email address of the primary contact for this contract? \*

#### SIP Trunking

Have you implemented SIP? Yes  
If yes, when does the contract expire? 28/02/2025  
Who is your SIP provider? Virgin Media  
The email address of the primary contact for this contract? \*

#### Telephony

What is your current telephony system? Cisco Webex  
How many users of the telephony system? 3200  
When is the contract up for renewal? 08/2026  
The email address of the primary contact for this contract? \*

#### Team Licences

Which Microsoft 365 Licence do you have e.g. E3, E5 Have you voice enable your Teams Licences? If not, is that something you are considering?  
E3 - Not voice enabled and no plans to pursue.

#### Contact Centre

What contact centre solution is the council using? Netcall  
How many agents does the contact centre employ? 26.5 FTE  
How many agents are concurrently working? 20 FTE  
What is the cost of the contract for the contact centre solution? £85,803  
When is the contract for the contact centre ending? 07/05/2025  
How long do you usually contract for? 5 Years

\* This information is exempt from disclosure under Section 21 of the Freedom of information Act. Section 21 exempts information from the right of access if that information is reasonably accessible to the applicant by other means. In this case the information is available on Contract Register here: [Supplying the Council - Procurement - City of Doncaster Council](#)

I hope that this information is useful to you.

The City of Doncaster Council estimates that it has cost £98 to respond to this request for information.

Reviewing any decisions made:

If you are not happy with this reply you can ask us to review our response. To do this write to us within 40 working days of receiving your response at the address below or email [FOIAppeals@doncaster.gov.uk](mailto:FOIAppeals@doncaster.gov.uk)

If you do not agree with the review decision you can apply to the Information Commissioner's Office (ICO) for a decision about our compliance or otherwise with the Freedom of Information legislation. Contact details for the ICO are: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. [www.ico.org.uk](http://www.ico.org.uk) Telephone 0303 123 1113.

Ellen Dook  
Information Governance Officer  
Corporate Resources  
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