

Nicola Hesketh  
Project and Information Coordinator

**Our Ref: FOI5317/NH/02**  
**Please ask for: Nicola Hesketh**  
**Direct dial: 01827 709266 / 01827 709587**  
**E-mail: [FOImailbox@tamworth.gov.uk](mailto:FOImailbox@tamworth.gov.uk)**

[Name Redacted]

15<sup>th</sup> August 2018

Dear [Name Redacted]

### **Freedom of Information – Request for Information**

With regards to your recent enquiry for information held by the Authority under the provisions of the Freedom of Information Act, please find the information you requested below with reference in the box to your original enquiry for clarity where multiple answers are required.

#### **Details of Your Request**

*Please see original request*

#### **The response to your request as follows:**

1. **Maintenance**
2. **Daisy Communications**
3. **See our website for the contract register:**  
[http://www.tamworth.gov.uk/sites/default/files/finance\\_docs/Spending/Contract-Register-ongoing.pdf](http://www.tamworth.gov.uk/sites/default/files/finance_docs/Spending/Contract-Register-ongoing.pdf)
4. **Mitel**
5. **300**
6. **5 years**
7. **Dec 2019**
8. **Aug 2019**
9. **UCC, Contact Centre**
10. **VOIP**
11. **Corporate Telephony Solution including support & maintenance**
12. **CCS Framework**
13. **Gareth Youlden, Technical Services Manager - 01827 709709**

#### **IMPORTANT NOTICE ABOUT USE OF INFORMATION PROVIDED UNDER THE FREEDOM OF INFORMATION ACT (FoIA)**

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For information where the copyright is owned by another person or organisation you must apply to the copyright owner to obtain their permission.

This council also believes in transparency of information, this includes requests made under the Freedom of Information Act and the Environmental Information Regulations and we reserve the right to publish these requests in our Disclosure Log along with the response, the requestors name and/or company where the information is requested on a regular basis. Care shall be taken not to publish your email address or physical address where it is considered personal information as defined under the General Data Protection Regulation 2018.

Project and Information Coordinator,  
Tamworth Borough Council,  
Marmion House,  
Lichfield Street,  
Tamworth,  
B79 7BZ

Details of Tamworth Borough Council's internal review and complaints procedure are attached, in accordance with the provisions of the Act.

Yours Sincerely

Nicola Hesketh  
Project and Information Coordinator