



LEGAL SERVICES  
**BOARD**

Legal Services Board  
The Rookery  
2 Dyott Street  
London WC1A 1DE

[www.legalservicesboard.org.uk](http://www.legalservicesboard.org.uk)

## FoI request (Ref: 20191128-01)

Thank you for your request for information about LSB communications and telephony systems.

I confirm that LSB holds the information that you have requested, which is set out below.

1. Please confirm the manufacturer of your telephony system(s) that are currently in place? **Microsoft**
2. When was the installation date of your telephony equipment? **November 2019**
3. Who maintains your telephony system(s)? **TIG**
4. Please confirm value of the initial project and value of annual support/maintenance services (in £)? **Part of a larger IT transformation project and a wider managed services contract. However, cost to set up Microsoft Teams telephony was £4,590**
5. When is your contract renewal date? **Monthly rolling contract**
6. Please confirm the manufacturer of your Contact centre system(s) that are currently in place? **N/A**
7. When was the installation date of your contact centre infrastructure? **N/A**
8. Who maintains your contact centre system(s)? **N/A**
9. Please confirm value of the initial project and value of annual support/maintenance services (in £)? **N/A**
10. How many contact centre employees/agents do you have? **N/A**
11. When is your contract renewal date? **N/A**
12. Do you use Unified Communications or Collaboration tools such as Microsoft Skype for Business/ Cisco/Avaya/Mitel? **Yes**
13. If yes, what tools are you currently using? **Microsoft Teams**
14. How many employees do you have overall within your organisation? **33**
15. Who currently provides your calls and lines? **Microsoft**
16. What is your current annual spend on calls and lines? **£7,000 estimated full year cost**
17. When is your contract renewal date? **Monthly rolling contract**
18. Are you using SIP or ISDN? **No**
19. Do you use a wide area network? **No**

If you are dissatisfied with this response to your request for information, you have the right to ask for an internal review / to submit a complaint (see [LSB's Freedom of information – Complaints procedure](#)).

If you are dissatisfied with the outcome of your complaint, you may refer the matter to the Information Commissioner for a decision. Please be aware that the Commissioner will be unlikely to make a decision until you have been through our internal complaints procedure first. You can write to the Commissioner at:

FOI/EIR Complaints Resolution  
Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

The reference for your request, which should be quoted in all correspondence, is:  
20191128-01.