



**Kent and Medway**

**NHS and Social Care Partnership Trust**

**Information Governance & Records Management Department**

St Michaels House

St Michaels Road

Sittingbourne

Kent

ME10 3DW

Tel: 01795 514525

Sent via email

Email: [kmpt.inforaccess@nhs.net](mailto:kmpt.inforaccess@nhs.net)

Website: [www.kmpt.nhs.uk](http://www.kmpt.nhs.uk)

Dear [REDACTED],

### **Request for Information**

I write further to your request FOI ID 34814 under the Freedom of Information Act 2000 regarding:-

Telephone Usage

Your request is set out below:

1. What telephone system does the organisation use?

**The Trust are currently migrating from Mitel to 8x8.**

2. How many users use the telephone system?

**The Trust are licensed to 3200 users.**

3. Is the telephone system cloud based?

**Yes**

4. When will the organisation next review their telephony contracts?

**The next review will be in January 2026.**

5. Who is the main network provider the organisation uses for its mobile phones?

**The Trust is migrating from Vodafone to O2.**

6. How many employees have a mobile phone supplied by the organisation?

**2600 data contracts are owned by the Trust.**

**We are proud to be smoke free**

Trust Chair – Dr Jackie Craissati  
Chief Executive – Helen Greatorex

7. What is the date that the organisation will next review its main mobile phone contract?

**January 2024**

8. What Video Conferencing Solutions does the organisation use?

**Lifesize**

9. Does the organisation run webinars or online events?

**The Trust live streams a variety of events including board meetings.**

10. Does the organisation provide "click To chat" functionality on its website?

**Not currently**

I confirm that the information above completes your request under the Freedom of Information Act 2000. I am also pleased to confirm that no charge will be made for this request.

If you have any questions or concerns or are unhappy with the response provided or the service you have received you can write to the Head of Information Governance at the address on top of this letter. If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision.

Yours Sincerely

On Behalf of  
The Information Governance Department