

c/o PO BOX 481  
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PO14 9FS

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Email: [npcc.foi.request@npfdu.police.uk](mailto:npcc.foi.request@npfdu.police.uk)

30/11/2022

**FREEDOM OF INFORMATION REQUEST REFERENCE NUMBER: 373/2022**

Thank you for your request for information regarding NPCC telephone systems which has now been considered.

**Applicant Question:**

1. What telephone system does the organisation use?
2. How many users use the telephone system?
3. Is the telephone system cloud based?
4. When will the organisation next review their telephony contracts?
5. Who is the main network provider the organisation uses for its mobile phones?
6. How many employees have a mobile phone supplied by the organisation?
7. What is the date that the organisation will next review its main mobile phone contract?
8. What Video Conferencing Solutions does the organisation use?
9. Does the organisation run webinars or online events?
10. Does the organisation provide "click To chat" functionality on its website?

**NPCC Response:**

The NPCC does hold information captured by parts of your request and I have pleasure in providing the following:

1. The NPCC telephone system is CISCO call to voice (digital).

The NPCC is underpinned by a legal agreement between [relevant parties](#) under [Section 22A](#) of the Police Act 1996, signed by chief constables, PCCs and non-Home Office Force equivalents. The NPCC is hosted by the Metropolitan Police Service (MPS) but is independent of it.

2. 10 members of NPCC Central Office use the telephone system.
3. The NPCC does not hold information captured by part 3 of your request.
4. The NPCCC does not hold information captured by part 4 of your request.



The NPCC has already agreed telephony contract through the Police Digital Service (PDS). As part of the NPCC estates project, call to voice telephone system will be phased out by March 2023.

5. Vodafone (Handsets are procured through the MPS).
6. 114 within the NPCC Hub. Further information can be found [here](#).
7. The NPCC does not hold information captured by your request. As stated above, the NPCC is hosted by the MPS until 2025.
8. MS Teams managed through the PDS.
9. The NPCC runs online events via the NPCC Strategic Hub and National Coordination Committees.
10. The NPCC does not hold information captured by part 10 of your request.

Yours sincerely

**Sherry Traquair**

NPCC Freedom of Information Officer & Decision Maker

[www.npcc.police.uk](http://www.npcc.police.uk)

## **COMPLAINT RIGHTS**

### Internal Review

If you are dissatisfied with the response you have been provided with, in compliance with the Freedom of Information legislation, you can lodge a complaint with NPCC to have the decision reviewed within 20 working days of the date of this response. The handling of your request will be looked at by someone independent of the original decision, and a fresh response provided.

It would be helpful, if requesting a review, for you to articulate in detail the reasons you are not satisfied with this reply.

If you would like to request a review, please write or send an email to NPCC Freedom of Information, c/o PO Box 481, Fareham, Hampshire, PO14 9FS.

If, after lodging a complaint with NPCC, you are still unhappy with the outcome, you may make an application to the Information Commissioner at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.