

Reference: 01532060

Temiloluwa Dawodu  
Information Rights Advisor  
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25 November 2022

### Freedom of Information: Right to know request

Thank you for your request for information in relation to Ofcom's telephone system. We received this request on 14 November 2022. We have considered it under the Freedom of Information Act 2000.

#### Our response

*What telephone system does the organisation use?*

Microsoft Teams. InContact CXone is used by the Consumer Contact Team.

*How many users use the telephone system?*

We pay for 1300 telephone user licenses.

*Is the telephone system cloud based?*

Yes.

*When will the organisation next review their telephony contracts?*

Q1 2024.

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

O2.

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

465.

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

Q4 2022/23 / Q1 2023/24.

*What Video Conferencing Solutions does the organisation use?*

Microsoft Teams

*Does the organisation run webinars or online events?*

Yes.

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

No. The various methods for [contacting Ofcom](#) can be found on our website.

I hope this information is helpful. If you have any queries, then please contact [information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk). Please remember to quote the reference number above in any future communications.

Yours sincerely,

Temiloluwa Dawodu

If you are unhappy with the response you have received in relation to your request for information and/or consider that your request was refused without a reason valid under the law, you may ask for an internal review. If you ask us for an internal review of our decision, it will be subject to an independent review within Ofcom.

The following outcomes are possible:

- the original decision is upheld; or
- the original decision is reversed or modified.

**Timing**

If you wish to exercise your right to an internal review, **you should contact us within two months of the date of this letter**. There is no statutory deadline for responding to internal reviews and it will depend upon the complexity of the case. However, we aim to conclude all such reviews within 20 working days, and up to 40 working days in exceptional cases. We will keep you informed of the progress of any such review. If you wish to request an internal review, you should contact [information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk).

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF