

Keeping People Safe



## FREEDOM OF INFORMATION REQUEST



**Request Number:** FOI-2022-02928

**Keyword:** Organisational Information Technology and Equipment

**Subject:** PSNI Communication Systems

### Request and Answer:

Your request for information has now been considered. In respect of Section 1(1) (a) of the Act we can confirm that the Police Service of Northern Ireland does hold information to which your request relates. The decision has been taken to disclose the following.

#### Request 1

What telephone system does the organisation use?

#### Answer

Cisco Unified Communications

#### Request 2

How many users use the telephone system?

#### Answer

8,780

#### Request 3

Is the telephone system cloud based?

#### Answer

No

#### Request 4

When will the organisation next review their telephony contracts?

#### Answer

Prior to the second quarter of 2026.

#### Request 5

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

#### Answer

EE

**Request 6**

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

**Answer**

12,304

**Request 7**

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

**Answer**

Prior to the second quarter of 2026.

**Request 8**

What Video Conferencing Solutions does the organisation use?

**Answer**

WebEx

**Request 9**

Does the organisation run webinars or online events?

**Answer**

Yes

**Request 10**

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

**Answer**

No

If you have any queries regarding your request or the decision please do not hesitate to contact me on 028 9070 0164. When contacting the Corporate Information Branch, please quote the reference number listed at the beginning of this letter.

If you are dissatisfied in any way with the handling of your request, you have the right to request a review. You should do this as soon as possible or in any case within two months of the date of issue of this letter. In the event that you require a review to be undertaken, you can do so by writing to the Corporate Information Manager, Corporate Information Branch, PSNI Headquarters, 65 Knock Road, Belfast, BT5 6LE or by emailing [foi@psni.police.uk](mailto:foi@psni.police.uk).

If, following an Internal Review carried out by an independent decision maker, you remain unhappy about how your request has been handled you have the right to apply in writing to the Information Commissioner, under Section 50 of the Freedom of Information Act, at 'Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. There are a number of other platforms you can use to contact the ICO and these can be found on the ICO's website at the following link: [Make a complaint | ICO \(https://ico.org.uk/make-a-complaint/\)](https://ico.org.uk/make-a-complaint/).

In most circumstances, the Information Commissioner will not investigate a complaint unless an internal review procedure has been carried out however, the Commissioner has the option to investigate the matter at their discretion.

Please be advised that PSNI replies under Freedom of Information may be released into the public domain via our website @ [www.psni.police.uk](http://www.psni.police.uk)

Personal details in respect of your request have, where applicable, been removed to protect confidentiality.