**Freedom of Information - Humberside Fire and Rescue Service**

**2024/25 084 – Telephony PBX System**

**The request is:**

Please can you provide information with regards to the make / model of the telephony PBX system that currently serves the Service (i.e.within the Control Room and in the back offices), I do not need to know any further information other than the make / model of the system at this time, if there are more than one telephony systems used please can you also provide the make / model of the additional telephony PBX system

**The response is:**

We can confirm that HFRS holds this information:

In the offices, we use Alcatel-Lucent OmniPCX Enterprise PBX Solution.

In our Control Room, we use DS3000 ICCS Solution.

If you are unhappy with the handling of your request, you have the right to ask for an internal review. A request for an internal review should be made within 40 working days of the date of this email. If you are not happy with the outcome of the internal review, you have the right to apply direct to the Information Commissioner at [www.ico.org.uk/foicomplaints](https://newsletter.ico.org.uk/c/1lULiJldYNwfIFlCf3c4BKJdO). The postal address is: Information Commissioner’s Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.