



FOI REF: 21/341

14th July 2021

Tel: 0300 131 4500
Website: www.esht.nhs.uk

FREEDOM OF INFORMATION ACT

I am responding to your request for information under the Freedom of Information Act. The answers to your specific questions are as follows:

I would like to submit a new FOI request. See my request below:

Contract 1

- 1. Current Lines/Voice Services (Analogue, ISDN VOIP, SIP etc) Provider- Please can you provide me with the name of the supplier for the contract.**

BT, Maintel and GCI supply our analogue landlines and OPUS Telecoms supply our VOIP and SIP trunks.

- 2. Fixed Line- Contract Renewal Date- please provide day, month and year (month and year are also acceptable). If this is a rolling contract please provide me with the rolling date of the contract. If there is more than one supplier please split the renewal dates up into however many suppliers**

36 months from March 2020 – February 2023 via Opus.

- 3. Fixed Line- Contract Duration- the number of years the contract is for each provider**

36 months from March 2020 – February 2023 via Opus.

- 4. Type of Lines- Please can you split the type of lines per each supplier? PSTN, Analogue, SIP**

BT, Maintel and GCI supply our analogue landlines and OPUS Telecoms supply our VOIP and SIP trunks.

5. **Number of Lines- Please can you split the number of lines per each supplier? SIP trunks, PSN Lines, Analogue Lines**

We have 180 SIP Trunks.

Contract 2

6. **Minutes/Landline Provider- Supplier's name (NOT Mobiles) if there is no information available please can you provide further insight into why?**

BT, Maintel and GCI supply our analogue landlines and OPUS Telecoms supply our VOIP and SIP trunks.

7. **Minutes/Landline Contract Renewal Date- please provide day, month and year (month and year is also acceptable). If this is a rolling contract please provide me with the rolling date of the contract.**

36 months from March 2020 – February 2023 via Opus.

8. **Minutes Landline Monthly Spend- Monthly average spend on calls for each provider. An estimate or average is acceptable.**

The average spend on monthly calls is for BT £250 and Maintel around £3500. GCI is only around £2 per month as most of the cost associated is for line rental rather than calls. OPUS around £200 per month.

9. **Minute's Landlines Contract Duration: the number of years the contract is with the supplier.**

36 months from March 2020 – February 2023 via Opus.

10. **Number of Extensions- Please state the number of telephone extensions the organisation currently has. An estimate or average is acceptable.**

We have approximately 5,000 extension numbers.

If I can be of any further assistance, please do not hesitate to contact me.

Should you be dissatisfied with the Trust's response to your request, please write to the Freedom of Information Department (esh-tr.foi@nhs.net), quoting the above reference.

Yours sincerely

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