

FOI REF: 24/324

25th June 2024

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:

1. **Mobile phones**

a) Who is your current mobile phone provider?

BT/PLC (EE)

b) How many mobile connections?

Approximately 4500.

c) When is the contract up for renewal?

28th November 2026.

d) How long do you contract for (24 or 36 months)?

36 Months.

e) The email address of the primary contact for this contract?

We are unable to provide the contact details of staff as we consider this information to be exempt from release in accordance with section 44 of the Freedom of Information Act (Prohibition on disclosure) and would refer to the Privacy and Electronic Communications EC Directive Regulations 2003 which provide specific rules on electronic communication services, including marketing (by phone, fax, email or text) and keeping communications services secure. We will not provide any information that could result in the transmission of unsolicited communications which may place an unacceptable risk to our email network and could also have a detrimental impact on patient care and treatment.

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The contact number for the Trust are accessible on the Trust website <http://www.esht.nhs.uk>.

This is an absolute exemption and there is, therefore, no requirement to consider the public interest.

2. SIP Trunking

a) **Have you implemented SIP?**

Yes.

b) **If yes, when does the contract expire?**

31st August 2024.

c) **Who is your SIP provider?**

Gamma with billing provided by Opus Telecoms.

d) **The email address of the primary contact for this contract?**

Section 44 applied, see above.

Team Licences

e) **Which Microsoft 365 Licence do you have e.g. E3, E5 Have you voice enable your Teams Licences?**

E3.

f) **If not, is that something you are considering?**

No, we are not expecting to voice enable our Microsoft Teams Licence.

3. Telephony

a) **What is your current telephony system?**

Alcatel Lucent.

b) **How many users of the telephony system?**

Approximately 7,500 telephone users.

c) **When is the contract up for renewal?**

1st January 2025.

d) The email address of the primary contact for this contract?

Section 44 applied, see above.

4. Connectivity

a) What form of WAN do you use e.g. mpls, SDWAN etc.

We use BT provided CoIN which is MPLS

b) When does the contract end?

31st March 2024.

c) How many sites?

21 sites.

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, you have the right to request an internal review. Please write to the Freedom of Information Department (esh-tr.foi@nhs.net), quoting the above reference, within 40 working days. The Trust is not obliged to accept an internal review after this date.

Should you still be dissatisfied with your FOI request, you have the right of complaint to the Information Commissioner at the following address:

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

Telephone: 0303 123 1113

Yours sincerely

Freedom of Information Department
esh-tr.foi@nhs.net