

FOI REF: 25/166

7th March 2025

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:

SIP Trunking

1. Have you implemented SIP?

Yes.

a. If yes, when does the contract expire?

31st August 2025.

b. Who is your SIP provider?

Gamma with billing provided by Opus Telecoms.

c. The email address of the primary contact for this contract?

esht.procurement@nhs.net

Team Licences

2. Which Microsoft 365 Licence do you have e.g. E3, E5.

It's a mix, with the main one being MS 365 Apps for Enterprise.

Have you voice enable your Teams Licences?

No.

Cont.../

a. If not, is that something you are considering?

No.

Telephony

3. What is your current telephony system?

Alcatel Lucent.

4. How many users of the telephony system?

4500 Handsets.

5. When is the contract up for renewal?

31st March 2025.

6. The email address of the primary contact for this contract?

esht.procurement@nhs.net

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