

FOI REF: 26/022

13<sup>th</sup> February 2026

Tel: 0300 131 4500  
Website: [www.esht.nhs.uk](http://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:

**Under the Freedom of Information Act, I would like to request the following information.**

### 1. Telephone System

a) **What make is your telephone system?**

[Alcatel Lucent.](#)

b) **How old is the telephone system you operate?**

[6-7 years approximately.](#)

c) **How many users do you have?**

[4,500 approximately.](#)

d) **Is your telephone system cloud based or on premise?**

[On premise.](#)

e) **Can your switchboard operators transfer external incoming calls to all users across your estate?**

[All users providing they are on our phone system.](#)

f) **How many extensions does your telephone system have?**

[5,000 approximately.](#)

## 2. Telecoms Estate

- a) How much do you spend annually on telecoms?

£462,696

- b) Do you know how this is split into Voice Telecoms / Data Networking / Mobile Communications / Maintenance?

Voice Telecoms	£125,066
Data Networking	£249,273
Mobile Communications	£80,559
Maintenance	£7,798
<b>Total</b>	<b>£462,696</b>

- c) Which suppliers do you use for Voice / Data / Mobile / Maintenance?

Maintenance:	NTT
Lines:	Opus & Gamma
Mobiles:	EE

- d) How many analogue lines do you have?

16.

- e) How many ISDN2 Services do you have?

0.

- f) How many ISDN30 Services do you have?

2.

- g) How many mobiles do you have?

3,000.

- h) Have you done anything about the Analogue Switch Off / Digital Switch On? If so, what have you done?

Migrated lines to DigiAir solutions. Some have migrated to our VOIP system.

- i. What are the contact details for the person who looks after telecoms and the costs associated with these.

Andy Bissenden  
Associate Director of Digital / CIO

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.

The contact number for the Trust is 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.

### **3. Microsoft**

**a) How much do you spend annually with Microsoft?**

£266,750

**b) How often do you review licensing costs?**

The licences are reviewed annually.

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](mailto: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](mailto:esh-tr.foi@nhs.net)