

7 February 2020

Information Rights & Compliance Team  
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Our Ref: FOI / 03548

Thank you for your request concerning our Fixed Line Telephone, Broadband and WAN contracts.

Your request has been considered and processed in accordance with the requirements of the Freedom of Information (FOI) Act 2000.

### **Contract 1**

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

According to our records we have answered all of these questions numerous times going back to 2013.

Please see attached schedule.

- 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**

We are not aware of a distinction between "Fixed Lines" and "Land Lines" . The attached schedule applies to our Land Lines.

We only have renewal dates for some suppliers. We have a different contract for each site.

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

Please see attached schedule.

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

Supplier	Technology	Number of lines
BT	PSTN	12
	VoIP N3	856
	FeatureNet	71
Mainstream Digital	PSTN	75
	ISDN	13
Verizon	PSTN	28
	ISDN	1
Chiltern	PSTN	5
	ISDN	1
Beyond Telecom	PSTN	9
	ISDN	1
Daisy	PSTN	1
<b>Total</b>		<b>1073</b>

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

Please see table provided under question 4.

#### 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?**

Please see answer to question 1

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.**

Please see answer to question 2 which covers all our land-lines. We are not aware of a distinction between land-lines and Fixed lines.

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

Please see below for the estimated monthly average spend on calls for each provider.

Supplier	Monthly Call charges
Verizon	£396
BT N3	£95
BT FeatureNet	£3,000
BT Global	£9
Beyond Telecom	£1,100
Mainstream	£5,489
Chiltern	£24
Daisy	£322

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

See answer to Q3 above.

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

Approximately 5,000 extensions.

### **Contract 3**

11. **Fixed Broadband Provider-** Supplier's name if there is not information available please can you provide further insight into why?
12. **Fixed Broadband 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. If there is more than one supplier please split the renewal dates up into however many suppliers.
13. **Fixed Broadband Annual Average Spend-** Annual average spend for each broadband provider. An estimate or average is acceptable.

All our information technology functions including Broadband and WAN is provided by Hertfordshire, Bedfordshire and Luton ICT (HBLICT). Their contact details are as follows:

Hertfordshire, Bedfordshire and Luton ICT  
Charter House  
Parkway  
Welwyn Garden City  
Hertfordshire  
AL8 6JL

There is not a renewal date. This partnership agreement will continue as HBLICT is an NHS internal provider.

We are unable to provide the cost as it forms part of the block charge from HBLICT.

### **Contract 4**

14. **WAN Provider-** please provide me with the main supplier(s) if there is no information available please can you provide further insight into why?
15. **WAN 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
16. **Contract Description:** Please can you provide me with a brief description of the contract
17. **The number of sites:** Please state the number of sites the WAN covers. Approx. will do.
18. **WAN Annual Average Spend-** Annual average spend for each WAN provider. An estimate or average is acceptable.

Please see the answer provided under question 13.

19. **Internal Contact:** please can you send me there full contact details including contact number and email and job title for all the contract above.

There is not one person responsible for the above contracts.

Should you require further clarification, please do not hesitate to contact me.

Please find enclosed an information sheet regarding copyright protection and the Trust's complaints procedure in the event that you are not satisfied with the response.

Yours sincerely

*Sue Smith*

**Sue Smith**  
**Information Rights Officer**

Enc: Copyright Protection and Complaints Procedure Information Leaflet.

If you would like to complete a short survey in relation to your Freedom of Information request please scan the QR code below or click [here](#).

