

8 June 2022

Information Rights & Compliance Team
99 Waverley Road
St Albans
Hertfordshire
AL3 5TL

Tel: 01727 804954
Email: Hpft.foi@nhs.net

Our Ref: FOI/04322

Thank you for your request concerning Fixed Line Telephony, Broadband and WAN.

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

Contract 1 - Telephony/Voice Services (Analogue, ISDN VOIP, SIP etc)

- 1. Telephony/Voice Services Provider- Please can you provide me with the name of the supplier for each contract.**

Verizon
BT N3
BT FeatureNet
BT Global
Beyond Telecom
Mainstream
Chiltern
Daisy

- 2. Telephony/Voice Services - 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.**

Due to the nature of our organisation, many of our contracts are built into individual budgets or leases. In order to provide you with individual contract dates would involve contacting and collating the information from every Trust building. As this will cause significant cost and effort, we are not able to answer the level of detail you seek as per the section 12 of the Freedom of Information Act (cost of compliance exceeds the appropriate limit)¹.

We can, however, confirm that the initial term for the BT HSCN/VOIP/N3 contract ends in July 2022 with an optional extension of two years.

- 3. Telephony/Voice Services - Contract Duration- the number of years the contract is for each provider, please also include any contract extensions.**

Please see the answer to question 2.

- 4. Telephony/Voice Services - Type of Lines - Please can you split the type of lines per each supplier? PSTN, Analogue, SIP, ISDN, VOIP**

¹ Section 12 – Cost of Compliance exceeds the appropriate limit

This information is already in the public domain². Please follow this [link](#) to our previous response.

5. Telephony/Voice Services Number of Lines / Channels / SIP Trunks- Please can you split the number of lines per each supplier? SIP trunks/connections, PSTN, Analogue, ISDN

Please follow this link provided under question 4.¹

Contract 2 - Incoming and Outgoing of call services.

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 the 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 the answer to question 2.

8. Minutes Landline Monthly Spend- Monthly average spend on calls for each provider. An estimate or average is acceptable. If SIP services, please provide me with the cost of services per month.

Supplier	Recent Mthly Call charges
Verizon	£642
BT N3	£95
BT FeatureNet	£1,392
BT Global	£246
Beyond Telecom	£13
Mainstream	£10,340
Chiltern	£322
Daisy	£755

9. Minute's Landlines Contract Duration- the number of years the contract is for each provider, please also include any contract extensions.

Please see the answer to question 2.

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

This information is not recorded³. However, under Section 16 – Duty to provide advice and assistance and in line with our other responses we estimate approximately 5,000 extensions.

² Section 21 – Information is available through other means

³ Section 1(1) Any person making a request for information to a public authority is entitled

(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and
(b) if that is the case, to have that information communicated to him.

Contract 3 - The organisation's broadband provider.

- 11. Broadband Provider- Supplier's name if there is not information available, please can you provide further insight into why?**
- 12. 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. Broadband Annual Average Spend- Annual average spend for each broadband provider. An estimate or average is acceptable.**

This information is already in the public domain¹. Please follow this [link](#) to FOI 3548; I can confirm nothing has changed.

Contract 4 - Contracts relating to Wide Area Network [WAN] services, this could also include HSCN network services.

- 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 for each 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.**
- 19. For each WAN contract can you please provide me with information on how this was procured, especially around those procurement that used frameworks, please provide me with the framework reference.**

This information is already in the public domain¹. Please follow the link provided under question 13.

- 20. Internal Contact: please can you send me their full contact details including contact number and email and job title for all the contracts above.**

This information is already in the public domain¹. Please follow the link provided under question 13.

Under Section 16 – Duty to provide advice and assistance; please follow the below links and see the attached responses given to you in previous years. Going forward can I suggest you re-define your questions for next year because we can no longer provide the breakdown of information you are requesting.

FOI 1148 – attached

FOI 2161 – attached

[FOI 2791](#)

[FOI 3548](#)

[FOI 3869](#)

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](#).

