

FOI Request Response information

FOI request reference:	2015/233
Date request received:	11/11/2015
Date request responded to:	19/11/2015
Category:	IM&T
Tags:	Phones, Internet, IT, voice data services, contracts

Request Detail:

Phones & internet info

request for the following information relating to IT/Telecommunications Voice and Data Services.

1. Fixed Line (Voice Circuits) Provider- Supplier's name
Fixed Line Renewal Date- please provide day, month, year.
Fixed Line Duration- the number of years the contract is with the supplier.
Fixed Line Number of each type of Lines (eg Analogue, ISDN2,ISDN30,SIP)
Fixed Line Monthly charge for each line by type and any other associated charges
2. Minutes/Landline Provider- Supplier's name
Minutes/Landline Renewal Date- please provide day, month, year.
Minutes/Landlines Duration: the number of years the contract is with the supplier.
Minutes/Landline Monthly Spend- Monthly average spend
Minutes/Landline breakdown of duration/cost by call destination
3. Fixed Broadband/Data Line Provider- Supplier's name
Fixed Broadband/Data Line Renewal Date- please provide day, month, year
Fixed Broadband/Data Line Service Details – line type/capacity etc.
Fixed Broadband/Data Line Monthly Spend
4. Mobile Fleet Network Provider
Mobile Fleet Service Provider
Mobile Fleet Contract Renewal Date - please provide day, month, year (for each number if different)
Mobile Fleet – the number of years the contract is with the supplier.
Mobile Fleet number of connections/numbers on the account
Mobile Fleet Tariff description, monthly cost and any breakdown of charges for line rental and calls
5. PBX/Phone System(s) make and model
PBX/Phone System(s) system details incl number of handsets
PBX/Phone System(s) Renewal Date of Lease (if applicable) - please provide day, month, year

- PBX/Phone System(s) Lease Provider's name
 PBX/Phone System(s) Maintenance Service Provider
 PBX/Phone System(s) Maintenance Renewal Date - please provide day, month, year
 PBX/Phone System(s) Maintenance Equipment covered
 PBX/Phone System(s) Maintenance Annual charge
6. Managed Service Contract/IT Support
 Managed Service Contract/IT Support Contract Title & Supplier's Name
 Managed Service Contract/IT Support- Services Included
 Managed Service Contract/IT Support Total Contract Value
 Managed Service Contract/IT Support Contract Duration
 Review Date- please provide day, month, year
7. Internal Contact managing each of the above relationships: please could you provide full contact details including contact number, email and job title
 Please could you confirm all prices are provided exclusive of VAT.

Response Detail:

Please find below the Trust response to your recent FOI request:

1. **Fixed Line (Voice Circuits) Provider- Supplier's name** Virgin Media Business
Fixed Line Renewal Date- please provide day, month, year. 12 Month Rolling Contract – Renewal April 2016
Fixed Line Duration- the number of years the contract is with the supplier. 24 month contract
Fixed Line Number of each type of Lines (eg Analogue, ISDN2,ISDN30,SIP) ISDN30 x12 / SIP x2
Fixed Line Monthly charge for each line by type and any other associated charges ISDN – Free / ISDN – £3.60 per month per channel on SIP
2. **Minutes/Landline Provider- Supplier's name** Virgin Media Business
Minutes/Landline Renewal Date- please provide day, month, year. Same As Above
Minutes/Landlines Duration: the number of years the contract is with the supplier. Same As Above
Minutes/Landline Monthly Spend- Monthly average spend £8k
Minutes/Landline breakdown of duration/cost by call destination Information not held
3. **Fixed Broadband/Data Line Provider- Supplier's name** BT Business Broadband
Fixed Broadband/Data Line Renewal Date- please provide day, month, year Individual contracts for individual BTBB connections

Fixed Broadband/Data Line Service Details – line type/capacity
etc. BT BB Option 2 – Internet speed dependent on Location

Fixed Broadband/Data Line Monthly Spend BT BB Total Spend - £900
per month

4. **Mobile Fleet Network Provider** EETM/EEOUK/Vodafone

Mobile Fleet Service Provider EETM/EEOUK/Vodafone

Mobile Fleet Contract Renewal Date - please provide day, month, year (for each number if different) EETM/Vodafone – Out of contract now on Rolling contract / EEOUK Contracts on individual connections with last connection to be OOC November 2017

Mobile Fleet – the number of years the contract is with the supplier. EETM – 24 months; EEOUK – 24 months; Vodafone – 24 months

Mobile Fleet number of connections/numbers on the account EETM – 4,879; EEOUK – 1,809; Vodafone - 147

Mobile Fleet Tariff description, monthly cost and any breakdown of charges for line rental and calls EETM – Commercially Sensitive; EEOUK - Commercially Sensitive; Vodafone - Commercially Sensitive. We do not have permission from the Contractor to release this information.

5. **PBX/Phone System(s) make and model** Cisco

PBX/Phone System(s) system details incl number of handsets Cisco Unified Communications Manager – 5600 connected devices

PBX/Phone System(s) Renewal Date of Lease (if applicable) - please provide day, month, year N/A

PBX/Phone System(s) Lease Provider's name N/A

PBX/Phone System(s) Maintenance Service Provider Virgin Media Business

PBX/Phone System(s) Maintenance Renewal Date - please provide day, month, year April 2017

PBX/Phone System(s) Maintenance Equipment covered Hardware

PBX/Phone System(s) Maintenance Annual charge Hardware - £17k

6. Managed Service Contract/IT Support

Managed Service Contract/IT Support Contract Title & Supplier's Name The Trust does not have any Managed Service Contracts/IT Support Contracts in Telecommunications Voice and Data Services.

Managed Service Contract/IT Support- Services Included N/A

Managed Service Contract/IT Support Total Contract Value N/A

Managed Service Contract/IT Support Contract Duration N/A

Review Date- please provide day, month, year N/A

Internal Contact managing each of the above relationships: please could you provide full contact details including contact number, email and job title

Head of IT Services - 01772 695300

Costs are exclusive of VAT.