

Date: 23 January 2020

Re: Freedom of Information Request
Ref: 373-2019

Thank you for your email dated 24th December 2019 requesting information with regards to telephony and networks services.

The information that you require is as follows:

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.**
Gamma
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**
September 2020 (annual renewal)
3. **Fixed Line- Contract Duration- the number of years the contract is for each provider**
Annual
4. **Type of Lines- Please can you split the type of lines per each supplier? PTSN, Analogue, SIP**
SIP / ISDN
5. **Number of Lines- Please can you split the number of lines per each supplier? SIP trunks, PSN Lines, Analogue Lines**
SIP – 60 / ISDN 38

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?
Gamma
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.
September 2020 (annual renewal)
8. Minutes Landline Monthly Spend- Monthly average spend on calls for each provider. An estimate or average is acceptable.
Average Monthly Spend £3,514.26
9. Minute's Landlines Contract Duration: the number of years the contract is with the supplier.
Annual
10. Number of Extensions- Please state the number of telephone extensions the organisation currently has. An estimate or average is acceptable.
950

Contract 3

11. Fixed Broadband Provider- Supplier's name if there is not information available please can you provide further insight into why?
Virgin Media Business Ltd
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
September 2020
13. Fixed Broadband Annual Average Spend- Annual average spend for each broadband provider. An estimate or average is acceptable.
Approx. £8000

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?**
Virgin Media Business Ltd.
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**
April, June and September 2020
16. **Contract Description: Please can you provide me with a brief description of the contract**
Line Rental from VMB, Hardware Support and Maintenance from CDW Ltd.
17. **The number of sites: Please state the number of sites the WAN covers. Approx. will do.**
2 presently 3 from May 2020
18. **WAN Annual Average Spend- Annual average spend for each WAN provider. An estimate or average is acceptable.**
Approx. £50k
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.**
James Crowther, Head of IT Operations, 0151 556 5000 - jamescrowther@nhs.net

Should you require any further information please do not hesitate to contact me on the email address provided below.

Please remember to quote the reference number above in any future communications.

If you are dissatisfied with the handling of your request, you have the right to ask for this to be investigated internally.

If you are dissatisfied with the information you have received, you have the right to ask for an internal review.

Both processes will be handled in accordance with our Trust's Freedom of Information Policy and the Freedom of Information Act 2000.

Internal investigation and internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to: Freedom of Information Review, The Clatterbridge Cancer Centre NHS Foundation Trust, Clatterbridge Road, Bebington, Wirral, CH63 4JY

If you are not satisfied with the outcome of the internal investigation/review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

In order for us to ensure customer satisfaction and to monitor compliance with the Freedom of Information Act 2000, we would be grateful if you could take a couple of minutes to complete a short feedback form via the link below:

<https://www.surveymonkey.co.uk/r/H39RFMM>