

Ref. No: FOI0231  
Date: 4/09/2023  
Subject: Communications and Enquiries

## REQUEST

I would like to request information under the Freedom of Information Act

### Mobile phones

- Who is your current mobile phone provider?
- How many mobile connections?
- When is the contract up for renewal?
- How long do you contract for (24 or 36 months)?
- The email address of the primary contact for this contract?

### SIP Trunking

- Have you implemented SIP?
- If yes, when does the contract expire?
- Who is your SIP provider?
- The email address of the primary contact for this contract?

### Team Licences

- Which Microsoft 365 Licence do you have e.g. E3, E5?
- Have you voice enable your Teams Licences?
- If not, is that something you are considering?

### Telephony

- What is your current telephony system?
- How many users of the telephony system?
- When is the contract up for renewal?
- The email address of the primary contact for this contract?

## RESPONSE

Please note that St Helens and Knowsley Teaching Hospitals NHS Trust and Southport and Ormskirk Hospital NHS Trust became a single legal entity known as Mersey and West Lancashire Teaching Hospitals NHS Trust on 1<sup>st</sup> July 2023, hence there may be multiple providers in response to your request as a result of this.

### **Mobile phones**

#### **Who is your current mobile phone provider?**

Vodafone and Daisy are used across the Trust.

#### **How many mobile connections?**

2000 (Vodafone) and 777 (Daisy).

#### **When is the contract up for renewal?**

December 2025 (Vodafone) and June 2024 (Daisy).

#### **How long do you contract for (24 or 36 months)?**

Dependent upon contract offerings

#### **The email address of the primary contact for this contract?**

[Christine.Kelly@midmerseyda.nhs.uk](mailto:Christine.Kelly@midmerseyda.nhs.uk)

### **SIP Trunking**

#### **Have you implemented SIP?**

SIP Trunking has been implemented at 3 out of the five hospital sites.

#### **If yes, when does the contract expire?**

April 2024.

#### **Who is your SIP provider?**

Virgin Media Business.

#### **The email address of the primary contact for this contract?**

[Christine.Kelly@midmerseyda.nhs.uk](mailto:Christine.Kelly@midmerseyda.nhs.uk)

### **Team Licences**

#### **Which Microsoft 365 Licence do you have e.g. E3, E5**

E3, E5, P2 and EMS E3.

**Have you voice enabled your Teams Licences?**

Direct routing is configured with Teams and the on-premise VOIP solution at 3 of the 5 hospital sites.

**If not, is that something you are considering?**

N/A

**Telephony**

**What is your current telephony system?**

CISCO Call Manager and Siemens Telephony Systems are used across the Trust.

**How many users of the telephony system?**

Approx. 5000 (CISCO Call Manager) and approx. 3500 (Siemens Telephony Systems).

**When is the contract up for renewal?**

April 2024

**The email address of the primary contact for this contract?**

[Christine.Kelly@midmerseyda.nhs.uk](mailto:Christine.Kelly@midmerseyda.nhs.uk)