



Ymddiriedolaeth GIG
Prifysgol Felindre
Velindre University
NHS Trust



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<https://velindre.nhs.wales>

Date: 6th March 2025
Ref: CORP 2025 - 040

Dear xxx

Freedom of Information request: SIP Trunking, Microsoft 365 licenses and Telephony (CORP 2025 – 040)

Thank you for your request for information which the Trust received on 21st February 2025.

Your Request:

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?

Please find the Trust's response below:

SIP Trunking

Have you implemented SIP? - Yes

If yes, when does the contract expire? - 2027

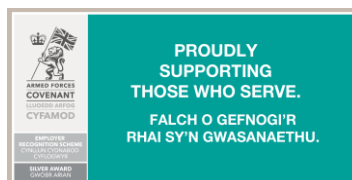
Who is your SIP provider? GAMMA

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

*The Trust has a legal obligation to comply with the Data Protection Act 2018 and the retained EU GDPR 679/2016 (known as UK GDPR). As you have requested information about someone other than yourself, the Trust has applied an Absolute Exemption under Section 40(1) and (2)(a) of the Freedom of Information Act 2000 which states:

- (1) Any information to which a request for information relates is exempt information if it constitutes personal data of which the applicant is the data subject.
- (2) Any information to which a request for information relates is also exempt information if—
 - (a) it constitutes personal data which does not fall within subsection (1)

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Velindre University NHS Trust is happy to receive communication in Welsh or English.



Team Licences

Which Microsoft 365 Licence do you have e.g. E3, E5 Have you voice enable your Teams Licences? Both E3 and E5 mixed.

If not, is that something you are considering? – n/a

Telephony

What is your current telephony system? – CISCO and MITEL MX-ONE

How many users of the telephony system? Approximately 1500

When is the contract up for renewal? Review in 2025 with a plan to move to Microsoft 365 Voice

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

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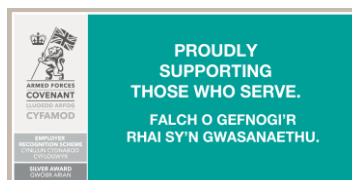
For any Procurement queries, please contact NHS Wales Shared Services Partnership (NWSSP) - shared.services@wales.nhs.uk

I trust this answers your request for information, however, should you not be satisfied with the information supplied or the process of supplying it, you have a right to complain and request a review. Please note that you must submit a request for a review within 40 days of the date of this letter.

You should forward your complaint to:

Mr Ian Bevan via FOI.VUNHST@wales.nhs.uk
Head of Information Governance
Velindre University NHS Trust
2, Charnwood Court
Heol Billingsley
Parc Nantgarw
Cardiff / Caerdydd
CF15 7QZ

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Should you wish to take your complaint further, if you are still unhappy with the decision after review, you can contact the:

Information Commissioner's Office - Wales
2nd Floor
Churchill House
Churchill Way
Cardiff
CF10 2HH
Telephone: 0330 414 6421
email: wales@ico.org.uk

Yours sincerely

Non Gwilym
Interim Director of Corporate Governance
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