

Date: 24th July 2025
Ref: CORP 25/26 - 090

Dear xxx

Freedom of Information request: Telephony System and Contact Centre Details (CORP 25/26 – 090)

Thank you for your request for information which the Trust received on 18th July 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?*

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?*

Team Telephony

- *Have you voice enable your Teams Licences?*
- *If not, is that something you are considering?*

Contact Centre

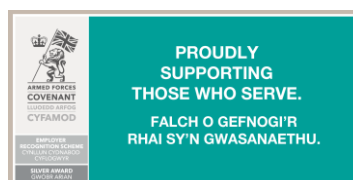
- *What is the manufacturer of your contact centre.*
- *How many concurrent agents do you have.*
- *Who supplied and maintains the contact centre?*
- *When does the contract expire.*

Please find the Trust's response below:

SIP Trunking

- **Have you implemented SIP? – Yes**
- **If yes, when does the contract expire? – March 2027**
- **Who is your SIP provider? – Gamma**
- **The email address of the primary contact for this contract? – Exempt under S40(2)***

Mae Ymddiriedolaeth GIG Prifysgol Felindre yn hapus i dderbyn gohebiaeth yn y Gymraeg neu'r Saesneg.
Velindre University NHS Trust is happy to receive communication in Welsh or English.



Telephony

- **What is your current telephony system?** – The Trust has two, Cisco and Mitel
- **How many users of the telephony system?** – 900
- **When is the contract up for renewal?** – March 2026
- **The email address of the primary contact for this contract?** – Exempt under S40(2)*

Team Telephony

- **Have you voice enable your Teams Licences?** - Yes
- **If not, is that something you are considering?**

Contact Centre

- **What is the manufacturer of your contact centre?** – Cisco and Mitel
- **How many concurrent agents do you have?** – Cisco = 10, Mitel = 40
- **Who supplied and maintains the contact centre?** – Supported internally with support from Daisy Communications
- **When does the contract expire?** – March 2026

* 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:

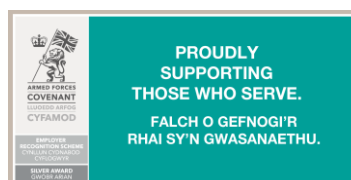
- (1) *Any information to which a request for information relates is exempt information if it constitutes personal data of which the applicant is the data subject.*
- (2) *Any information to which a request for information relates is also exempt information if -*
 - (a) *it constitutes personal data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

Please note, Procurement Services are undertaken by NHS Shared Services Partnership - <https://nwssp.nhs.wales/ourservices/procurement-services/>.

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:

Mae Ymddiriedolaeth GIG Prifysgol Felindre yn hapus i dderbyn gohebiaeth yn y Gymraeg neu'r Saesneg.
Velindre University NHS Trust is happy to receive communication in Welsh or English.



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
CF15 7QZ

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
Velindre University NHS Trust
2 Charnwood Court
Heol Billingsley
Parc Nantgarw
Cardiff
CF15 7QZ

Mae Ymddiriedolaeth GIG Prifysgol Felindre yn hapus i dderbyn gohebiaeth yn y Gymraeg neu'r Saesneg.
Velindre University NHS Trust is happy to receive communication in Welsh or English.

