

<b>Reference:</b>	FOI.8142.22
<b>Subject:</b>	Telecoms and networks
<b>Date of Request:</b>	3 February 2022

**Requested:**

All or some of the information provided previously has expired, I require an update on the questions below.

See my request below:

Contract 1 - Telephony/Voice Services (Analogue, ISDN VOIP, SIP etc)

1. Telephony/Voice Services Provider- Please can you provide me with the name of the supplier for each contract.
2. Telephony/Voice Services - 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
3. Telephony/Voice Services - Contract Duration- the number of years the contract is for each provider, please also include any contract extensions.
4. Telephony/Voice Services - Type of Lines - Please can you split the type of lines per each supplier? PSTN, Analogue, SIP, ISDN, VOIP
5. Telephony/Voice Services Number of Lines / Channels / SIP Trunks- Please can you split the number of lines per each supplier? SIP trunks/connections, PSTN, Analogue, ISDN

Contract 2 - Incoming and Outgoing of call services

6. Minutes/Landline Provider- Supplier's name (NOT Mobiles) if there is no information available, please can you provide further insight into why?
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.
8. Minutes Landline Monthly Spend- Monthly average spend on calls for each provider. An estimate or average is acceptable. If SIP services, please provide me with the cost of services per month.
9. Minute's Landlines Contract Duration- the number of years the contract is for each provider, please also include any contract extensions.
10. Number of Extensions- Please state the number of telephone extensions the organisation currently has. An estimate or average is acceptable.

Contract 3 - The organisation's broadband provider

11. Broadband Provider- Supplier's name if there is not information available, please can you provide further insight into why?

12. 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
13. Broadband Annual Average Spend- Annual average spend for each broadband provider. An estimate or average is acceptable.

Contract 4 - Contracts relating to Wide Area Network [WAN] services, this could also include HSCN network services

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?
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
16. Contract Description: Please can you provide me with a brief description for each contract
17. The number of sites: Please state the number of sites the WAN covers. Approx. will do.
18. WAN Annual Average Spend- Annual average spend for each WAN provider. An estimate or average is acceptable.
19. For each WAN contract can you please provide me with information on how this was procured, especially around those procurement that used frameworks, please provide me with the framework reference.
20. Internal Contact: please can you send me their full contact details including contact number and email and job title for all the contracts above.

**Response:**

1. Hywel Dda University Health Board (UHB) confirms that the supplier of its telephony/voice services is Maintel.
2. The UHB confirms that the contract renewal date is October 2022.
3. The UHB confirms that the contract is on an annual rolling basis.
4. The UHB confirms that Maintel provides Public Switched Telephone Network (PSTN), Session Initiation Protocol (SIP) and Integrated Services Digital Network (ISDN) lines.
5. The UHB confirms that it is unable to provide the number of lines broken down by type as the UHB's platform does not record the data in this manner. However, the total number of lines is two hundred and seventeen (217).
6. The UHB confirms that the supplier of its minutes/landline provider is Maintel.

7. The UHB confirms that the contract is on an annual rolling basis with a renewal date of October 2022.
8. The UHB confirms that the average monthly calls spend is £9,834 +VAT and the SIP spend is £14,311 +VAT.
9. Please see response to question 7.
10. The UHB confirms that it currently has 6,942 telephone extensions.
11. The UHB's fixed broadband provider is BT Public Sector Broadband Aggregation (PSBA).
12. The UHB does not hold this information as it is a Welsh Government contract.  
For further information please contact the PSBA Team; Stadium House, 12th Floor, 5 Park Street, Cardiff, CF10 1NT or e-mail [PSBA.new.connection.enquiries@bt.com](mailto:PSBA.new.connection.enquiries@bt.com)
13. The UHB's annual average spend for its broadband provision is £188,974.80 +VAT.
14. The UHB confirms that its Wide Area Network (WAN) provider is BT PSBA.
15. Please see response to question 12.
16. BT PSBA was launched in 2007 and connects Welsh public sector organisations to a private secure Information and Communications Technology (ICT) WAN. PSBA is Welsh Government funded and delivered by BT. For further information please contact BT PSBA on the details provided at question 12.
17. The UHB confirms that the WAN covers sixty-five (65) sites.
18. Please see response to question 13.
19. Please see response to question 12.
20. The UHB confirms that Paul Solloway, Deputy Digital Director can be contacted by email [paul.solloway@wales.nhs.uk](mailto:paul.solloway@wales.nhs.uk) or by telephone on 01267 887012.