

Reference:	FOI.17846.25
Subject:	Telephony System and Contact Centre
Date of Request:	18 July 2025

Requested:

1. SIP Trunking
 - a. Have you implemented SIP?
 - b. If yes, when does the contract expire?
 - c. Who is your SIP provider?
 - d. The email address of the primary contact for this contract?
2. Telephony
 - a. What is your current telephony system?
 - b. How many users of the telephony system?
 - c. When is the contract up for renewal?
 - d. The email address of the primary contact for this contract?
3. Team Telephony
 - a. Have you voice enable your Teams Licences?
 - b. If not, is that something you are considering?
4. Contact Centre
 - a. What is the manufacturer of your contact centre.
 - b. How many concurrent agents do you have.
 - c. Who supplied and maintains the contact centre When does the contract expire.

Response:

1. Hywel Dda University Health Board (UHB) provides the SIP Trunking information requested within the table below.

a.	Implemented?	Yes
b.	Contract expiry date	28 February 2027
c.	Provider	Gamma
d.	Email address	DigitalSeniorTeam.hdd@wales.nhs.uk

2. The UHB provides the Telephony information requested within the table below.

a.	Current system	MITEL
b.	Users	Approx 5,000
c.	Contract renewal date	28 February 2027
d.	Email address	DigitalSeniorTeam.hdd@wales.nhs.uk

3a. The UHB confirms it has voice enabled its Teams Licence.

3b. Not applicable.

4. The UHB provides the Contact Centre information requested within the table overleaf.

a.	Manufacturer	NetCall	
b.	Concurrent agents	70	
c.	Who supplies and maintains?	NetCall	
d.	Contract expiry date	23 March 2028	