FOI 2778

Date 21/03/2024

Dear Requester,

Thank you for your Freedom of Information request. Please note, this is a cross-site response for Bedford site and Luton site.

You asked:

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

1. Mobile phones  
   Who is your current mobile phone provider? EE & Vodafone  
   How many mobile connections? 822 & 770  
   When is the contract up for renewal? Currently re-signing for both  
   How long do you contract for (24 or 36 months) 24 Months  
   The email address of the primary contact for this contract? Exempt – S40.
2. SIP Trunking  
   Have you implemented SIP? Yes  
   If yes, when does the contract expire? 31st March 2027  
   Who is your SIP provider? Gamma  
   The email address of the primary contact for this contract? Exempt – S40
3. Team Licences  
   Which Microsoft 365 Licence do you have? E3  
   Have you voice enable your Teams Licences? No  
   If not, is that something you are considering? Maybe in the future
4. Telephony  
   What is your current telephony system? Unify  
   How many users of the telephony system? 4000 across 2 sites  
   When is the contract up for renewal? 31st March 2028  
   The email address of the primary contact for this contract? Exempt – S40
5. Connectivity  
   What form of WAN do you use? Virgin Media EVPN and Redcentric for HSCN  
   When does the contract end? August 2024  
   How many sites? Across both Trust sites

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Please note that the Trust has a formal internal review and complaints process which is managed by the Information Governance Manager/Data Protection Officer. Should you have any concerns with our response, you can make a formal request for an internal review. Requests for internal review should be submitted within three months of the date of receipt of the response to your original letter, and should be addressed to: dataprotectionofficer@ldh.nhs.uk. This option is available to you for up to three calendar months from the date your response was issued.

If you are not satisfied with the Trust review under the Freedom of Information Act 2000 you may apply directly to the Information Commissioners Officer (ICO) for a review of your appeal decision. The ICO can be contacted at: ICO, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF www.ico.org.uk

Yours sincerely,

*FOI Officer*

Bedfordshire Hospitals NHS Foundation Trust