

[freedom.information@wvt.nhs.uk](mailto:freedom.information@wvt.nhs.uk)

26 November 2019

**FREEDOM OF INFORMATION ACT 2000 – INFORMATION REQUEST FOI2019/0398**

Thank you for your request for information.

Wye Valley NHS Trust responds:

**////////////////////REQUEST**

The County Hospital PABX is run by Sodexo under the PFI contract. See responses below.  
The community hospitals use equipment maintained by Westcomm under direct contract from Estates.  
Harold Street and Franklin Barnes use VoIP leased from Herefordshire Council and supported by Hoople.

Information with regards to the organisation's telephone system maintenance contract (VOIP or PBX, other) for hardware and software maintenance and support.

- Which manufacturer (PBX or VOIP) are you using as your core telephone system? e.g. Avaya, BT, Cisco, Mitel, Skype for Business? *SoPho*
- Approximately how many extensions does the system support across your organisation? *1700*
- Who is the incumbent/support partner for the maintenance of your VOIP/PBX? *Getronics*
- How many of those extensions are contact centre/customer service agents? *1 (assumption this is a reference to Switchboard Operatives)*
- When does your PBX/VOIP support contract expire? *2022 (assumption this is a reference to maintenance support)*

If you have queries or any concerns contact details are given at the top of the letter. Please remember to quote the reference number above in any future communications.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to:

Information Governance/Privacy Officer  
Wye Valley NHS Trust  
Monkmoor Court  
31-34 Commercial Road  
Hereford  
HR1 2DX  
Email: [freedom.information@wvt.nhs.uk](mailto:freedom.information@wvt.nhs.uk)

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office  
Wycliffe House,  
Water Lane,  
Wilmslow,  
Cheshire, SK9 5AF

Telephone: 01625 545 745    [www.ico.gov.uk](http://www.ico.gov.uk)

Yours sincerely,

Freedom of Information Coordinator

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All information supplied by the Trust in answering a request for information (RFI) under the Freedom of Information Act 2000 will be subject to the terms of the Re-use of Public Sector Information Regulations 2005, Statutory Instrument 2005 No. 1515 which came into effect on 1st July 2005.

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