

**Reference Number:** FOIAH2425/230  
**From:** Private Individual  
**Date:** 29 July 2024  
**Subject:** Telecommunications Networks- Telephony, Call Services, Broadband Provider and WAN Services

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

- Q1
- a) Telephony/Voice Services Provider- Please can you provide me with the name of the supplier for each contract.
  - b) Telephony/Voice Services Spend – Please can you provide me with the annual spend
  - c) 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
  - d) Telephony/Voice Services - Contract Duration- the number of years the contract is for each provider, please also include any contract extensions.
  - e) Telephony/Voice Services - Type of Lines - Please can you split the type of lines and users per each supplier? PSTN, Analogue, SIP, ISDN, VOIP, Cloud
  - f) Telephony/Voice Services Number of Lines / Channels / SIP Trunks/ Cloud based users- Please can you split the number of lines per each supplier? SIP trunks/connections, PSTN, Analogue, ISDN

- A1
- a) Avaya via Intercity Technologies
  - b) £125,470.80
  - c) 30/04/2025
  - d) 12 months
  - e) 60 x channels ISDN30 Virgin Media, 90 x channels ISDN30 BT and 60 x channels Gamma SIP
  - f) As per A1 e)

**Contract 2 - Incoming and Outgoing of call services**

- Q2
- a) Minutes/Landline Provider- Supplier's name (NOT Mobiles) if there is no information available, please can you provide further insight into why?
  - b) 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.
  - c) Minutes Landline Monthly Spend- Monthly average spend on calls for each provider. If SIP services, please provide me with the cost of services per month.

d) Minutes Landlines Contract Duration- the number of years the contract is for each provider, please also include any contract extensions.

e) Number of Extensions- Please state the number of telephone extensions the organisation currently has.

- A2
- a) Gamma
  - b) November 2024
  - c) Information not held for monthly cost. Annual cost- £19,200
  - d) 12 month rolling contract
  - e) 2,572

**Contract 3 - The organisation's broadband provider**

Q3 a) Broadband Provider- Supplier's name if there is not information available, please can you provide further insight into why?

b) Broadband expiry | 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 expiry dates up into however many suppliers.

c) Broadband Annual Average Spend- Annual average spend for each broadband provider.

- A3
- a) EE
  - b) December 2024
  - c) Annual Value - £141,001.20

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

Q4 a) WAN Provider- please provide me with the main supplier(s) if there is no information available, please can you provide further insight into why?

b) WAN Contract expiry 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 expiry dates up into however many suppliers

c) Contract Description: Please can you provide me with a brief description for each contract

d) The number of sites: Please state the number of sites the WAN covers.

e) WAN Annual Average Spend- Annual average spend for each WAN provider.

f) 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.

g) Internal Contact: please can you send me their full contact details including contact number and email and job title for all the contracts above.

- A4
- a) Intercity
  - b) 01/06/2027
  - c) MPLS
  - d) 10
  - e) £8,424 excluding VAT
  - f) Framework agreement - extension of existing managed service
  - g) [Leanne.Fearnehough@alderhey.nhs.uk](mailto:Leanne.Fearnehough@alderhey.nhs.uk)