

**Information Governance**

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**Website:** <https://www.elft.nhs.uk>

12 September 2023

**Our reference: FOI DA4924**

I am responding to your request for information received 25 August 2023. This has been treated as a request under the Freedom of Information Act 2000.

I am now enclosing a response which is attached to the end of this letter. Please do not hesitate to contact me on the contact details above if you have any further queries.

Yours sincerely,



Keshia Harvey  
Senior Information Governance Manager - Compliance

If you are dissatisfied with the Trust's response to your FOIA request then you should contact us and we will arrange for an internal review of this decision.

If you remain dissatisfied with the decision following our response to your complaint, you may write to the Information Commissioner for a decision under Section 50 of the Freedom of Information Act 2000. The Information Commissioner can be contacted at:

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

Tel: 0303 123 1113  
Web: [www.ico.org.uk](http://www.ico.org.uk)

**Please note that the data supplied is not allowed to be re-used and/or published without the explicit consent of East London NHS Foundation Trust. Please contact the signatory to request permission if this is your intention**



We promise to work together creatively to: learn  
'what matters' to everyone, achieve a better quality  
of life and continuously improve our services.  
**We care . We respect . We are inclusive**

**Interim Chief Executive:** Lorraine Sunduza  
**Chair:** Eileen Taylor

**Request:** I would like to request information on your organisation under the Freedom of Information Act.

### Mobile phones

**Question 1:** Who is your current mobile phone provider?

Answer: Vodafone and EE.

**Question 2:** How many mobile connections?

Answer: 6109.

**Question 3:** When is the contract up for renewal?

Answer: The Vodafone contract is up for renewal on 31 January 2024. The Trust does not have a contract with EE.

**Question 4:** How long do you contract for (24 or 36 months)?

Answer: 36 months.

**Question 5:** The email address of the primary contact for this contract?

Answer: [mohit.venkataram@nhs.net](mailto:mohit.venkataram@nhs.net)

### SIP Trunking

**Question 6:** Have you implemented SIP?

Answer: No.

**Question 7:** If yes, when does the contract expire?

Answer: Not applicable.

**Question 8:** Who is your SIP provider?

Answer: Not applicable.

**Question 9:** The email address of the primary contact for this contract?

Answer: Not applicable.

### Team Licences

**Question 10:** Which Microsoft 365 Licence do you have e.g. E3, E5 Have you voice enable your Teams Licences?

Answer: The Trust has reviewed question 10 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:  
*(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.*

The information requested is accessible here:

Question 1:



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<https://www.elft.nhs.uk/sites/default/files/2023-06/Anon%20Response%20-%20FOI%20DA4755.pdf>

**Question 11: If not, is that something you are considering?**

Answer: N/A

**Telephony**

**Question 12: What is your current telephony system?**

Answer: The Trust has reviewed question 11 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:

*(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.*

The information requested is accessible here:

Question 1c:

<https://www.elft.nhs.uk/sites/default/files/2023-02/ANON%20Response%20-%20FOI%20DA4564.pdf>

**Question 13: How many users of the telephony system?**

Answer: Approximately 400 users.

**Question 14: When is the contract up for renewal?**

Answer: The Trust has reviewed question 11 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:

*(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.*

The information requested is accessible here:

Question 1b:

<https://www.elft.nhs.uk/sites/default/files/2023-02/ANON%20Response%20-%20FOI%20DA4564.pdf>

**Question 15: The email address of the primary contact for this contract?**

Answer: [mohit.venkataram@nhs.net](mailto:mohit.venkataram@nhs.net)



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