

Our ref: IG/FOI/FOI.413.25

27 August 2025

Sent via email to: [REDACTED]

Dear [REDACTED]

Request under the Freedom of Information Act 2000

I write further to your request for information which was received on 18 July 2025, to confirm, in accordance with S.1(1)(a) of the Freedom of Information Act 2000, that Powys Teaching Health Board (PTHB) does hold the information that you require. For ease of reference your request is set out below and my response follows.

Your Freedom of Information (FOI) Request and Powys response (Bold):

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

Q1. SIP Trunking:

a. Have you implemented SIP?

Yes

b. If yes, when does the contract expire?

The contract expires in March 2027 (with a 1+1-year option).

c. Who is your SIP provider?

Powys Teaching Health Board's (PTHB) SIP provider is Gamma.

d. The email address of the primary contact for this contract?

The contact email address for this contract is:

pthb-adddat@wales.nhs.uk

Q2. Telephony:

a. What is your current telephony system?

PTHB's current telephony system is NEC SV9500 series.

b. How many users of the telephony system?

There are currently 1126 users.

c. When is the contract up for renewal?

The contract is up for renewal in March 2027.

d. The email address of the primary contact for this contract?

The contact email address for this contract is:

pthb-adddat@wales.nhs.uk

Q3. Team Telephony:

a. Have you voice enable your Teams Licences?

Yes.

b. If not, is that something you are considering?

Not applicable.

Q4. Contact Centre:

a. What is the manufacturer of your contact centre.

Our contact centre manufacturer is Business ConneCT (BCT) – NEC Europe Ltd.

b. How many concurrent agents do you have.

PTHB have 20 concurrent agents.

c. Who supplied and maintains the contact centre. When does the contract expire.

Avoira supplied and maintain the contract centre. The contract expires in March 2027.

Under the terms of the Health Board's Freedom of Information procedure, individuals seeking access to recorded information held by the Health Board are entitled to request an internal review of the handling of their requests. If you would like to complain about the Health Board's handling of your request, please contact us directly at the address below or register your complaint via Powys.FOI@wales.nhs.uk

If after Internal Review you remain dissatisfied you are also entitled to refer the matter to the information commissioner at the Information Commissioner's Office (Wales), 2nd Floor, Churchill House, Churchill Way, Cardiff, CF10 2HH. Telephone Number: 0330 414 6421.

Yours sincerely



Vicki Cooper
Chief Digital Data Officer

Rydym yn croesawu derbyn gohebiaeth yng Nghymraeg. Byddwn yn ateb y fath ohebiaeth yng Nghymraeg ac ni fydd hyn yn arwain at oedi.

We welcome receiving correspondence in Welsh. We will reply to such correspondence in Welsh and this will not lead to a delay.