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Tel: 0300 123 0999  
[www.secamb.nhs.uk](http://www.secamb.nhs.uk)

Internal Ref: 250907  
Email:

Dear,

The trust acknowledges receipt of your Freedom of Information Act 2000 (FOIA) request, referenced above. Please ensure you quote this number in any future correspondence.

### **FOI Request**

You asked us:

**I am writing to you under the Freedom of Information Act 2000 to request the following information:**

**1. Who is your existing telephony provider in the Trust for both internal and external calls?**

**2. When does their existing contract with the Trust expire?**

**Please provide the information in the most convenient format and by return of this email**

### **Formal Response**

The Trust confirms it holds the information you have requested.

**1. Who is your existing telephony provider in the Trust for both internal and external calls?**

999/111 - Fournet Technologies Ltd

Corporate – Insight Direct (UK) Ltd



## 2. When does their existing contract with the Trust expire?

999/111 – September 2026

Corporate – March 2028

**Please provide the information in the most convenient format and by return of this email**

### Next steps

Please note you will be able to source a lot of information which is made available on our website.

Should you be dissatisfied with our response then in the first instance please contact Richard Banks, Head of Corporate Governance, via the following email address: [FOI@secamb.nhs.uk](mailto:FOI@secamb.nhs.uk)

You can ask us to review our original response. If you would like us to carry out an internal review, please let us know within 40 working days of you receiving our original response. This review will be conducted by an individual who was not directly involved in reviewing the original response, ordinarily, the Trust Data Protection Officer.

We will endeavour to complete this request within 20 working days.

Should you remain dissatisfied then you can contact the [Information Commissioner's Office](#) (ICO). Complaints to the ICO should be made within six weeks of receiving the outcome of an internal review. The easiest way to lodge a complaint is through their website: [www.ico.org.uk/foicomplaints](http://www.ico.org.uk/foicomplaints).

Alternatively, the ICO's postal address is:  
Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, SK9 5AF.

Yours sincerely,

**Freedom of Information Coordinator  
South East Coast Ambulance Service NHS Foundation Trust**



Saving Lives,  
Serving Our Communities

Chair: Michael Whitehouse CEO: Simon Weldon