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11th February 2026  
Internal Ref: 260118  
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.

Please accept the Trust's apologies for the delay and inconvenience you have experienced regarding your FOIA request.

### **FOI Request**

Under the Freedom of Information Act, I would like to request the following information.

#### **Telephone System**

What make is your telephone system?

How old is the telephone system you operate?

How many users do you have?

Is your telephone system cloud based or on premise?

Can your switchboard operators transfer external incoming calls to all users across your estate?

How many extensions does your telephone system have?

#### **Telecoms Estate**

How much do you spend annually on telecoms?

Do you know how this is split into Voice Telecoms / Data Networking / Mobile Communications / Maintenance?

Which suppliers do you use for Voice / Data / Mobile / Maintenance?



How many analogue lines do you have?

How many ISDN2 Services do you have?

How many ISDN30 Services do you have?

How many mobiles do you have?

Have you done anything about the Analogue Switch Off / Digital Switch On? If so, what have you done?

What are the contact details for the person who looks after telecoms and the costs associated with these?

### **Microsoft**

How much do you spend annually with Microsoft?

How often do you review licensing costs?

## **Formal Response**

**Under the Freedom of Information Act, I would like to request the following information.**

### **Telephone System**

#### **What make is your telephone system?**

The Trust utilises three telephone systems as follows:

Avaya

Agile Cloud

8x8/MS Teams Telephony

#### **How old is the telephone system you operate?**

Avaya - Originally installed in 2018 and upgraded in 2024

Agile Cloud – Installed in 2021

8x8/MS Teams Telephony – Installed in 2023

#### **How many users do you have?**

Avaya – up to 1,291 users (including 392 Automatic Call Distribution agents)

Agile Cloud – up to 438 users

8x8/MS Teams Telephony – up to 711 users

#### **Is your telephone system cloud based or on premise?**

Avaya – private cloud

Agile Cloud – private cloud

8x8/MS Teams Telephony – public cloud

**Can your switchboard operators transfer external incoming calls to all users across your estate?**

Yes

**How many extensions does your telephone system have?**

Avaya – maximum of 1046

Agile Cloud – maximum of 438

8x8/MS Teams Telephony – maximum of 711

**Telecoms Estate**

**How much do you spend annually on telecoms?**

In the calendar year 2025: £3,225,000 including VAT was spent on telecoms

**Do you know how this is split into Voice Telecoms / Data Networking / Mobile Communications / Maintenance?**

Fournet Technologies Ltd – Voice/Maintenance - 2025: circa £1,411,000.00 including VAT

BT PLC – Voice – 2025: circa £287,000.00 including VAT

European Electronique Ltd (Arrow Business Communications Ltd) - Data/Maintenance - 2025: circa £749,000.00 including VAT

Vodafone Corporate Ltd – Voice/Mobile/Data - 2025: circa £212,000.00 including VAT

EE Ltd – Voice/Mobile/Data - 2025: circa £74,000.00 including VAT

CDW Ltd (Onecom Ltd/Three) – Voice/Mobile/Data - 2025: circa £369,000.00 including VAT

VM/O2 – Voice/Mobile/Data - 2025: circa £23,000.00

Insight Direct UK Ltd (8x8) - Voice/Maintenance - paid up front, annual value: circa £100,000 including VAT

**Which suppliers do you use for Voice / Data / Mobile / Maintenance?**

Fournet Technologies Ltd – Voice/Maintenance

BT PLC – Voice

European Electronique Ltd (Arrow Business Communications Ltd) - Data/Maintenance

Vodafone Corporate Ltd – Voice/Mobile/Data

EE Ltd – Voice/Mobile/Data

CDW Ltd (Onecom Ltd/Three) – Voice/Mobile/Data

VM/O2 – Voice/Mobile/Data

Insight Direct UK Ltd (8x8) - Voice/Maintenance

**How many analogue lines do you have?**

We do not have analogue lines.

**How many ISDN2 Services do you have?**



We do not have ISDN2 Services.

**How many ISDN30 Services do you have?**

120 channels – pending cessation Q1 26/27

**How many mobiles do you have?**

Circa 3,000

**Have you done anything about the Analogue Switch Off / Digital Switch On? If so, what have you done?**

Analogue services have been replaced with Session Initiation Protocol trunk services (SIP) which has moved the Trust away from Public Switched Telephone Network (PSTN) and Integrated Services Digital Network circuits (ISDN).

**What are the contact details for the person who looks after telecoms and the costs associated with these?**

The Trust does not provide individual names or contact details in response to FOI requests.

Business enquiries can be made by emailing [enquiries@secamb.nhs.uk](mailto:enquiries@secamb.nhs.uk).

Alternatively, names and roles of SECAMB employees already in the public domain can be found via our website here: [About Us | SECAMB](#)

**Microsoft**

**How much do you spend annually with Microsoft?**

Circa £1M

**How often do you review licensing costs?**

Annually

**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

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