



Date issued: 15 October 2018

Telephone System Maintenance

I am writing in response to your request for information below dated 04 October 2018 in which you requested information regarding telephone maintenance contracts.

We hold some information which matches the description of the information requested and I have set this out below.

Telephony

All telephony is currently provided under a single contract with Interoute, which started on 17 July 2018 for 2 years, with options to renew twice for 12 months each time, making a maximum duration of 4 years. The contract is for a hosted Skype solution. It also includes a SIP trunk connection to a legacy phone switch on premises, to facilitate moving our users off the legacy switch and onto the hosted Skype solution. The contract covers 'direct dial in' numbers or 'lines' for 335 users. The fixed element of the monthly charge is £3,865.50 plus an estimated £248 monthly for call charges. Procurement was through the G Cloud 9 Crown Commercial Services Framework.

Contact

Enquiries about telephony should be directed to ITSupport@audit.wales or call on 02920 320690.

If you have any queries, or questions about my handling of your request, please do not hesitate to contact me.

Yours sincerely
Information Officer