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WALES

Bwrdd Iechyd Prifysgol  
Cwm Taf Morgannwg  
University Health Board



## Freedom of Information Request: Our Reference CTMUHB\_332\_25

### You asked:

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

### SIP Trunking

#### 1. Have you implemented SIP?

Yes.

#### 2. If yes, when does the contract expire?

July 2026.

#### 3. Who is your SIP provider?

Maintel.

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

[Dylan.Powell@wales.nhs.uk](mailto:Dylan.Powell@wales.nhs.uk)

Personal Information is held by Data Controllers on the basis of the exercise of functions identified in the formal notification to the Information Commissioner. Any processing of that personal information outside of those functions may be unlawful. Furthermore the General Data Protection regulation and Data Protection Act 2018 makes provision for a data subject to exercise a right to prevent processing in particular circumstances. The data subject shall have the right to object, on grounds relating to his or her particular situation, at any time to processing of personal data concerning him or her which is based on point (e) or (f) of Article 6 (1), including profiling based on those provisions where personal data are processed for direct marketing purposes.

We can confirm that the individual captured by this request has stated that they do not wish their personal data to be used for direct marketing purposes.

### Telephony

#### 5. What is your current telephony system?

Mitel and Cisco.

#### 6. How many users of the telephony system?

12000 users.

**7. When is the contract up for renewal?**

July 28.

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

As above (Q4).

**Team Telephony**

**9. Have you voice enable your Teams Licences?**

No.

**10. If not, is that something you are considering?**

Yes.

**Contact Centre**

**11. What is the manufacturer of your contact centre?**

Mitel, Netcall, ARC.

**12. How many concurrent agents do you have?**

60.

**13. Who supplied and maintains the contact centre When does the contract expire?**

Wavenet: July 2026

Cinos: July 2027