**Date issued:** 12TH of March 2024

**Freedom of Information Request** 45/24

We are writing in response to your Freedom of Information request. Your request has been considered in accordance with the requirements of the Freedom of Information Act and our Data and Information Management Policy.

**YOU ASKED US…**

**I would like to request information under the Freedom of Information Act Mobile phones:**

**Who is your current mobile phone provider?**

**How many mobile connections?**

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

**How long do you contract for (24 or 36 months)?**

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

**SIP Trunking:**

**Have you implemented SIP?**

**If yes, when does the contract expire?**

**Who is your SIP provider?**

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

**Team Licences:**

**Which Microsoft 365 Licence do you have e.g. E3, E5 Have you voice enable your Teams Licences?**

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

**Telephony:**

**What is your current telephony system?**

**How many users of the telephony system?**

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

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

**WAN:**

**What form of WAN does the Trust use?**

**Who is your WAN provider?**

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

**How many sites are there?**

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

**RESPONSE**

**Mobile phones:**

**Who is your current mobile phone provider?** EE Limited

**How many mobile connections?** 4,773

**When is the contract up for renewal?** 14th April 2025

**How long do you contract for (24 or 36 months)?** Last Agreement 36 months

**The email address of the primary contact for this contract?** Procurement@tfwrail.wales

**SIP Trunking:**

**Have you implemented SIP?** Yes

**If yes, when does the contract expire?** 31st January 2026

**Who is your SIP provider?** BT

**The email address of the primary contact for this contract?** Procurement@tfwrail.wales

**Team Licences:**

**Which Microsoft 365 Licence do you have e.g. E3, E5 Have you voice enable your Teams Licences?** We have a mixture of licencing depending on job roles some of which have Teams Voice enabled

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

**Telephony:**

**What is your current telephony system?**

Cisco On-Premise CUCM  
Microsoft Teams (Calling Plans)  
Microsoft Teams (Direct Routing)

**How many users of the telephony system?**

Cisco On-Premise CUCM - 149  
Microsoft Teams (Calling Plans) - 124  
Microsoft Teams (Direct Routing) - 3

**When is the contract up for renewal?** Is this for telephony or O365. If O365 Softcat: 28th February 2025, Phoenix 28th January 2025, if telephony see above for SIP

**The email address of the primary contact for this contract?** Procurement@tfwrail.wales

**WAN:**

**What form of WAN does the Trust use?** MPLS

**Who is your WAN provider?** BT PLC

**When is the contract up for renewal?** 31st January 2026

**How many sites are there?** 260

**The email address of the primary contact for this contract?** Procurement@tfwrail.wales

Yours sincerely,

**Transport for Wales**

**Appeal Rights**

If you are unhappy with the way your request has been handled and wish to make a complaint or request a review of our decision, please write to the Head of Freedom of Information at either Transport for Wales, 3 Llys Cadwyn, Pontypridd, CF37 4TH or [freedomofinformation@tfw.wales](mailto:freedomofinformation@tfw.wales). Your request must be submitted within 40 working days of receipt of this letter. If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision.

The Information Commissioner (ICO) can be contacted at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or you can contact the ICO through the 'Make a Complaint' section of their website on this link: <https://ico.org.uk/make-a-complaint/>

The relevant section to select will be "Official or Public Information".