

**Sent by Email:**

To: Terry Shepherd <request-716744-0f0287f6@whatdotheyknow.com>

Governance and Business Support Team  
Hampshire Fire and Rescue Service HQ  
Leigh Road  
Eastleigh  
Hampshire  
SO50 9SJ

Direct Dial Tel: 023 8062 6850

Email: [dp@hantsfire.gov.uk](mailto:dp@hantsfire.gov.uk)

**Email:** dp@hantsfire.gov.uk

Our Ref: FOI 090 20/21

Date: 20/01/2021

Your Reference: Telephony

Enquiries to: Information Compliance Officer

Dear Mr Shepherd

We are writing in respect of your application for the release of information held by the Authority which we received on 08/01/2021 and an acknowledgement was sent to you on 08/01/2021. I can confirm that we have now completed our search for the information requested.

**You asked:**

Telephony System

1. What is your current telephony system?
2. How many users of the telephony system?
3. When is the contract up for renewal?
4. Are you considering or interested in Microsoft Teams Voice (Direct Routing)?
5. The name (separately) and email address of the primary contact for this contract?
6. Current annual spend?

Mobile phone contracts

1. Who is your current mobile phone provider?
2. How many mobile connections?
3. When is the contract up for renewal?
4. How long do you contract for (24 or 36 months)?
5. The name (separately) and email address of the primary contact for this contract?
6. Current annual spend?

Crown Commercial Services frameworks

Do you procure through the Networks Services 2 framework? (RM3808 previously RM1045) If not, how do you procure mobiles and telecommunication services/solutions?"

**Our answer:**

## Telephony System

1. Unified Communications System
2. 665 Users
3. October 2023
4. We are already using Teams
5. In this case the individual involved would be clearly identified and uploading the footage for public access, as required under the FOI, would breach the first data protection principle. Because of this we are refusing to provide the information requested as per section 40 of the Freedom of information Act 2000 There is, therefore, no public interest test to apply.
6. £23,500 approx

## Mobile phone contracts

1. Virgin Media/EE
2. 600 approx
3. July 2022
4. 36 months
5. In this case the individual involved would be clearly identified and uploading the footage for public access, as required under the FOI, would breach the first data protection principle. Because of this we are refusing to provide the information requested as per section 40 of the Freedom of information Act 2000 There is, therefore, no public interest test to apply.
6. 193K across 3 years

## Crown Commercial Services frameworks

RM1045

Any future correspondence with HFRS in relation to this matter should be sent to the Information Compliance Officer at the above address.

If for whatever reason you are unhappy with our response you may request an internal review by contacting [DP@hantsfire.gov.uk](mailto:DP@hantsfire.gov.uk) or by writing to the Governance and Business Support Team at Hampshire Fire and Rescue Service Headquarters, Leigh Road, Eastleigh, Hampshire, SO50 9SJ.

Should you remain dissatisfied you can appeal against the internal review decision by contacting the Information Commissioner, Wycliffe House, Water Lane, Wilmslow SK9 5AF.

Yours sincerely

Governance and Business Support Team