NHS
Bolton
NHS Foundation Trust

FREEDOM OF INFORMATION

REF: 2026-18
Subject: Telecoms

Dear Sir/Madam,

Thank you for your email dated **08/01/2026** where you requested information about **Telecoms.**

The information you requested is enclosed.

Question	Answer
Telephone System	
1. What make is your telephone system?	Cisco
2. How old is the telephone system you operate?	The telephone system comprises multiple components introduced at different times; therefore, it does not have a single overall age.
3. How many users do you have?	Approx. 8000
4. Is your telephone system cloud based or on premise?	Both
5. Can your switchboard operators transfer external incoming calls to all users across your estate?	Yes
6. How many extensions does your telephone system have?	Approx. 8000
Telecoms Estate	
7. How much do you spend annually on telecoms?	Exempt under Section 43 - Commercially sensitive due to special requirements within the contract
8. Do you know how this is split into Voice Telecoms / Data Networking / Mobile Communications / Maintenance?	N/A - as above
9. Which suppliers do you use for Voice / Data / Mobile / Maintenance?	Virgin Media O2 Business and Vodafone
10. How many analogue lines do you have?	2 Active
11. How many ISDN2 Services do you have?	None Active
12. How many ISDN30 Services do you have?	2 which are currently being phased out

13. How many mobiles do you have?	Approximately 1200
14. Have you done anything about the Analogue Switch Off / Digital Switch On? If so, what have you done?	Yes. Migration to a cloud-based digital telephony service is underway for backup analogue lines, delivered over the existing internet connection.
15. What are the contact details for the person who looks after telecoms and the costs associated with these?	Exempt under Section 40 – Personal Data
Microsoft	
16. How much do you spend annually with Microsoft?	Exempt under Section 43 - Commercially sensitive due to special requirements within the contract
17. How often do you review licensing costs?	Usually 3 years

If you have any queries or concerns please do not hesitate to contact the Freedom of Information Department. It would be helpful to quote the above reference number in any future communication.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to The Chief Executive, Bolton NHS Foundation Trust, The Royal Bolton Hospital, Minerva Road, Farnworth, Bolton. BL4 0JR.

If you are not content with the outcome of your complaint you may apply directly to the Information Commissioner. Generally the Information Commissioner cannot make a decision unless you have exhausted the complaints procedure provided by Bolton NHS Foundation Trust. The Information Commissioner can be contacted at The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire. SK9 5AF.

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Yours sincerely,

Information Governance Department

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transforming lives...for a better Bolton

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