

## Title Phone Bills Spend

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Reference Number: RDF1848-23

Date of Response: 22/09/23

Further to your Freedom of Information Act request, please find the Trust's response(s) below:

Please be aware that the Royal Devon University Healthcare NHS Foundation Trust (Royal Devon) has existed since 1<sup>st</sup> April 2022 following the integration of the Northern Devon Healthcare NHS Trust (known as Northern Services) and the Royal Devon and Exeter NHS Foundation Trust (known as Eastern Services).

1. Does your trust pay for its phone bills (particularly with regards to external calls) by a monthly contract, or pay as you go?

Trust joint response - This is a monthly contract.

2. If this is a monthly contract, is the price based on how much the hospital has used, or is there a set number of 'minutes' that the hospital pre-pays for?

Trust joint response – Based on number of SIP Trunks. Local, National and Mobile Calls are inclusive. Calls Abroad and Premium numbers are extra.

3. What is your trust's annual spend on external phone calls?

Trust joint response – Approximately £30k based on SIP trunk rental and inclusive call, this may increase as new sites and their required services come online

4. Does the hospital pay for incoming calls from external numbers, or just outgoing calls?

Trust joint response – No, just outgoing.