



**Gofynner am/  
Please ask for:** Information Governance  
and Compliance  
**Tel:** 01443232000  
**E-bost/E-mail:** DataProtection@southwales-fire.gov.uk  
**Our ref:** IG000697  
**Dyddiad/Date:** 21 January 2020

**RE: Request for Information held by SWFRS**

Your request ref: IG000697 has been dealt with under the Freedom of Information Act 2000.

**You asked us:**

**Telephony System**

**1. What is your current telephony system?**

Cisco and Enghouse

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

1800

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

May 2024

**4. Are you considering or interested in Microsoft Teams Voice (Direct Routing)?**

Not at this time

**5. The name (separately) and email address of the primary contact for this contract?**

Standard SWFRS response to this

**6. Current annual spend?**

£35,000 approx

**Mobile phone contracts**

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

Vodafone

**2. How many mobile connections?**

700 approx

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

September 2022

Pencadlys Gwasanaeth Tân ac Achub De Cymru,  
Parc Busnes Forest View, Llantrisant, Pont-y-clun, CF72 8LX.

Ffôn 01443 232000 • Ffacs 01443 232180  
[www.decymru-tan.gov.uk](http://www.decymru-tan.gov.uk)

Rydym yn croesawu gohebiaeth yn y gymraeg a'r saesneg - byddwn yn  
ymateb yn gyfartal i'r ddau ac yn ateb yn eich dewis iaith heb oedi.

**CODI YMWHYBYDDIAETH - LLEIHAU PERYGL**

South Wales Fire and Rescue Service Headquarters,  
Forest View Business Park, Llantrisant, Pontyclun, CF72 8LX.

Telephone 01443 232000 • Fax 01443 232180  
[www.southwales-fire.gov.uk](http://www.southwales-fire.gov.uk)

We welcome correspondence in Welsh and English - we will respond  
equally to both and will reply in your language of choice without delay.

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

24 months

**5. The name (separately) and email address of the primary contact for this contract?**

**Standard SWFRS response to this**

**6. Current annual spend?**

£100,000 approx

If you have any queries regarding your Freedom of Information request, please contact us at [Dataprotection@southwales-fire.gov.uk](mailto:Dataprotection@southwales-fire.gov.uk) quoting the reference number above in any future communication.

If you are dissatisfied with the way that your information request has been handled, you can request an internal review by writing to:

Information Governance and Compliance Officer  
South Wales Fire and Rescue Service  
Forest View Business Park  
Llantrisant  
CF72 8LX

If you remain dissatisfied with the handling of your request, you have the right to appeal to the Information Commissioner at:

Information Commissioner's Office-Wales,  
2nd Floor,  
Churchill House,  
Churchill Way,  
Cardiff,  
CF10 2HH.

There is no charge for making an appeal.

Yours Faithfully

**Information Governance and Compliance**

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