

Date 23/12/2025  
 Your Ref  
 Our Ref 10884

Enquiries to Richard Mutch  
 Extension 35687  
 Direct Line 0131 465 5687  
[loth.freedomofinformation@nhs.scot](mailto:loth.freedomofinformation@nhs.scot)  
[richard.mutch@nhs.scot](mailto:richard.mutch@nhs.scot)

Dear

## FREEDOM OF INFORMATION – TELECOMS SERVICES

I write in response to your request for information in relation to telecoms services.

Question:

- I am reaching out to request information for your current provider of Telephony, Voice, Unified Communications Platform and Contact Centre. Please could you provide the following details for any current contract(s).

Answer:

|                       |   |
|-----------------------|---|
| Contract Title:       | AS04 – One Cloud Cisco (Ref: NSSCOC060723)                    |
| Start Date:           | 1 December 2024   |
| End Date:             | November 2029 - 60 months from Service Readiness Confirmation |
| Current Supplier:     | British Telecommunications PLC (BT)                           |
| Total Contract Value: | Indicative total: approximately £5.61 million                 |
| Framework Used:       | SWAN Framework Agreement (Scottish Wide Area Network)         |

I hope the information provided helps with your request.

If you are unhappy with our response to your request, you do have the right to request us to review it. Your request should be made within 40 working days of receipt of this letter, and we will reply within 20 working days of receipt. If our decision is unchanged following a review and you remain dissatisfied with this, you then have the right to make a formal complaint to the Scottish Information Commissioner within 6 months of receipt of our review response. You can do this by using the Scottish Information Commissioner's Office online appeals service at [www.itspublicknowledge.info/Appeal](http://www.itspublicknowledge.info/Appeal). If you remain dissatisfied with the Commissioner's response you then have the option to appeal to the Court of Session on a point of law.

If you require a review of our decision to be carried out, please write to the FOI Reviewer at the email address at the head of this letter. The review will be undertaken by a Reviewer who was not involved in the original decision-making process.

FOI responses (subject to redaction of personal information) may appear on NHS Lothian's Freedom of Information website at: <https://org.nhslothian.scot/FOI/Pages/default.aspx>

Yours sincerely

**ALISON MACDONALD**  
**Executive Director, Nursing**  
Cc: Chief Executive