

**SCHEDULE 11**  
**USE OF AUTHORITY SERVICES**  
**(Clause 6.8)**

**This page is left intentionally blank**

**SCHEDULE 11****USE OF AUTHORITY SERVICES****1 TELEPHONY**

- 1.1 In shared AUTHORITY Properties the AUTHORITY shall apportion the cost of shared telephony. The CONTRACTOR shall provide its own telephony services in its own accommodation.
- 1.2 If the CONTRACTOR wishes to use office space within the AUTHORITY Properties the following telephone network services are available using the Private Automatic Branch Exchange (PABX) on the AUTHORITY Properties. These services may vary from site to site within the AUTHORITY and within Other Government Departments:
- a) Switchboard services, operator assistance;
  - b) Direct Dial-In (DDI) telephone extension numbers;
  - c) Voicemail;
  - d) Miscellaneous facilities if requested i.e.: group pick up, call forwarding;
  - e) Five digit dialling to other extensions across offices connected to the AUTHORITY's Inner Core Telephone Network; and
  - f) Access to outgoing services using Least Cost routing.
- 1.3 When using Least Cost routing, if there is a direct or an out of area route available using any of the Government Virtual Private Networks (VPN) i.e. the Government telecommunications network, the AUTHORITY's Inner Core Network or the AUTHORITY's FeatureNet, then the call will automatically go out over that direct or cheap route.
- 1.4 Where Least Cost routing is not available, access to the above VPNs will be by code prefix and information about dialling will be available locally and provided by the AUTHORITY to the CONTRACTOR.
- 1.5 Any telephone extension which is part of the AUTHORITY's telecommunications switchboard service used by the CONTRACTOR shall only be used for the purposes of the Services unless prior written approval is given by the AUTHORITY.
- 1.6 The CONTRACTOR shall be responsible for the provision and repair of their own minor telephone equipment i.e. handsets, fax machines etc.
- 1.7 The CONTRACTOR shall use the procurement path provided by the AUTHORITY for a PABX telephone connection from the AUTHORITY Properties.
- 1.8 A list of telephone lines used in the provision of the services to the AUTHORITY prior to the Cutover Date is contained at Appendix 1 of this Schedule 11 and details of historic costs associated with these lines are contained at Appendix 2 of this Schedule 11. All of these lines will be available for use by the CONTRACTOR, at the CONTRACTOR's cost, if required.

**2 E-MAIL**

- 2.1 The CONTRACTOR shall be given access to the AUTHORITY's e-mail system through an Internet connection.

**3 COURIER SERVICES**

- 3.1 The AUTHORITY's internal national courier service shall be provided to the CONTRACTOR free of charge pursuant to Clause 6.2. 5. The CONTRACTOR shall remain responsible for the management of daily national courier service operational matters, including direct contact with the providers of the AUTHORITY's internal national courier services.
- 3.2 Where the CONTRACTOR wishes to request a change to its national courier service provision in respect of the provision of the Services it shall inform the AUTHORITY of such at least one (1) month prior to the required date of change.
- 3.3 The AUTHORITY shall use its reasonable endeavours to ensure that any changes to the provision of the national courier service requested by the CONTRACTOR pursuant to paragraph 3.2 shall be incorporated as requested.

**4 Extended Opening Hours**

- 4.1 The CONTRACTOR shall seek approval from the AUTHORITY as soon as reasonably possible when requesting AUTHORITY OR Other Government Department sites to open outside of normal operating hours which will result in additional costs being incurred by the AUTHORITY.
- 4.2 All requests to extend the opening hours of AUTHORITY or Other Government Department sites must be made in the agreed format detailing the quantifiable benefits.

## APPENDIX 1 – TELEPHONE LINES

Number	Additional Number (1)	MSC/Business Unit	Installation location	Line Used For	Type
0143 234 2350		Birmingham MSC	Hereford MSEC, Broadway House, Aubrey Street off Broad Street, Hereford HR4 9AP	Voice	Direct Exchange Line
0143 234 4799		Birmingham MSC	Hereford MSEC, Broadway House, Aubrey Street off Broad Street, Hereford HR4 9AP	Voice	Direct Exchange Line
0178 220 7542		Nottingham MSC	Stoke MSEC Ridgeway House, Ridgehouse Drive, Festival Park, Stoke on Trent, Staffordshire, ST1 55J	Data	Direct Exchange Line
0178 220 7517	0178 226 9844	Nottingham MSC	Stoke MSEC, Ridgeway House, Ridgehouse Drive, Festival Park, Stoke on Trent, Staffordshire, ST1 55J	Data (for email usage)	Exchange Aux Group (2 channels)
0178 221 3239		Nottingham MSC	Stoke MSEC, Ridgeway House, Ridgehouse Drive, Festival Park, Stoke on Trent, Staffordshire, ST1 55J	Data	Direct Exchange Line
0178 227 5400		Nottingham MSC	Stoke MSEC, Ridgeway House, Ridgehouse Drive, Festival Park, Stoke on Trent, Staffordshire, ST1 55J	Data	Direct Exchange Line
0190 552 7761		Birmingham MSC	Worcester MSEC, Ground Floor, Vine House , Farrier St, Worcester	Voice	Direct Exchange Line
0190 271 4952		Birmingham MSC	Wolverhampton MSEC, 1 <sup>st</sup> Floor, Temple Street, 42-50 Snow Hill Wolverhampton, WV2 4AG	Voice/fax	Direct Exchange Line
0190 271 9000		Birmingham MSC	Wolverhampton MSEC, 1 <sup>st</sup> Floor, Temple Street, 42-50 Snow Hill Wolverhampton, WV2 4AG	Voice	Direct Exchange Line
0177 225 9209		Bootle MSC	Preston MSEC, 4th Floor, Marshall House, Ringway, Preston. PR1 2HS	Voice	Direct Exchange Line

Number	Additional Number (1)	MSC/Business Unit	Installation location	Line Used For	Type
0177 225 9209		Bootle MSC	Preston MSEC, 4th Floor, Marshall House, Ringway, Preston. PR1 2HS	Voice	Direct Exchange Line
0177 282 8934		Bootle MSC	Preston MSEC, 4th Floor , Marshall, House, Ringway, Preston. PR1 2HS	Voice	Direct Exchange Line
0151 647 6870		Bootle MSC	Birkenhead MSEC , Brunswick House c/o Job Centre, Price St, Birkenhead, L41 6JN	Voice	Direct Exchange Line
0151 650 1665		Bootle MSC	Birkenhead MSEC, Brunswick House c/o Job Centre, Price St, Birkenhead, L41 6JN	Voice/fax	Direct Exchange Line
0122 851 3316		Bootle MSC	Carlisle Medical Exam Centre, Stocklund House, Castle Street, Carlisle CA3 8DU	Voice	Direct Exchange Line
0122 853 6197		Bootle MSC	Carlisle Medical Exam Centre, Stocklund House Castle Street, Carlisle CA3 8DU	Voice	Direct Exchange Line
0151 227 3983		Bootle MSC	Liverpool MSEC Port Of Liverpool Building, Pier Head, Liverpool, L3 1LT	Voice	Direct Exchange Line
0151 227 5624		Bootle MSC	Liverpool MSEC, Port Of Liverpool Building ,Pier Head , Liverpool, L3 1LT	Voice	Direct Exchange Line
0124 431 3949		Bootle MSC	Chester MSEC, 1-2 Grosvenor Court, 137-151 Foregate Street, Chester, CH1 1HG	Voice	Direct Exchange Line
0124 432 0632		Bootle MSC	Chester MSEC, 1-2 Grosvenor Court, 137-151 Foregate Street, Chester, CH1 1HG	Voice	Direct Exchange Line
0124 434 4394		Bootle MSC	Chester MSEC, 1-2 Grosvenor Court, 137-151 Foregate Street, Chester, CH1 1HG	Voice	Direct Exchange Line

Number	Additional Number (1)	MSC/Business Unit	Installation location	Line Used For	Type
0174 473 6672		Bootle MSC	St Helens MSEC, Manor House, Cowley Street, St. Helens, Merseyside WA10 2SX	Voice	Direct Exchange Line
0152 438 1567		Bootle MSC	Lancaster MSEC, Mitre House , Church St, Lancaster, LA1 1EP	Voice	Direct Exchange Line
0127 050 9199		Bootle MSC	Crewe MSEC, Wellington House 34-44 Delamere St, Crewe CW1 2JY	Voice	Direct Exchange Line
0130 525 7454		Bristol MSC	Dorchester MSEC, Vespasian House, Crown Offices, Bridport Road, Dorchester. DT1 1PX	Voice	Direct Exchange Line
0120 229 7702		Bristol MSC	Bournemouth MSEC, 20-28 Cotlands Road, Bournemouth, BH1 3RJ	Voice	Direct Exchange Line
0139 244 6205		Bristol MSC	Exeter MSEC, Killerton House, Ground Floor, Unit 4, Park Five, Harrier Way, Exeter, EX2 7HU	Voice	Direct Exchange Line
0139 244 6207		Bristol MSC	Exeter MSEC, Killerton House, Ground Floor, Unit 4, Park Five, Harrier Way, Exeter, EX2 7HU	Voice	Direct Exchange Line
0139 244 6208		Bristol MSC	Exeter MSEC, Killerton House, Ground Floor, Unit 4, Park Five, Harrier Way, Exeter, EX2 7HU	Voice	Direct Exchange Line
0175 222 7353		Bristol MSC	Plymouth MSEC, Ground Floor, Argosy House, Longbridge Rd, Plympton, Plymouth, PL7 3HN	RedCare Alarm	Direct Exchange Line
0175 225 7862		Bristol MSC	Plymouth MSEC, Ground Floor, Argosy House, Longbridge Rd, Plympton, Plymouth, PL7 3HN	Fax	Direct Exchange Line
0193 542 9619		Bristol MSC	Yeovil Medical Examination Centre, 44 Hendford, Yeovil, Somerset, BA20 1UW	Voice	Direct Exchange Line

Number	Additional Number (1)	MSC/Business Unit	Installation location	Line Used For	Type
0193 542 9651		Bristol MSC	Yeovil Medical Examination Centre, 44 Hendford, Yeovil, Somerset, BA20 1UW	Voice	Direct Exchange Line
0187 224 0764		Bristol MSC	Truro MSEC, Level 4, Pydar House, Pydar Street, Truro, Cornwall, TR1 2PU	Voice	Direct Exchange Line
0187 224 0794		Bristol MSC	Truro MSEC, Level 4, Pydar House, Pydar Street, Truro, Cornwall, TR1 2PU	Voice	Direct Exchange Line
0187 226 4029		Bristol MSC	Truro MSEC, Level 4, Pydar House, Pydar Street, Truro, Cornwall, TR1 2PU	Voice	Direct Exchange Line
0187 226 4042		Bristol MSC	Truro MSEC, Level 4, Pydar House, Pydar Street, Truro, Cornwall, TR1 2PU	Voice	Direct Exchange Line
0187 227 1994		Bristol MSC	Truro MSEC, Level 4, Pydar House, Pydar Street, Truro, Cornwall, TR1 2PU	Voice	Direct Exchange Line
0182 333 2903		Bristol MSC	Taunton MSEC, Quantock House, Paul Street, Taunton, TA1 3TR	Voice	Direct Exchange Line
0197 061 1783		Cardiff MSC	Aberystwyth MSEC Old Welsh School, Aberystwyth, Dyfed, SY23 1LG	Voice	Direct Exchange Line
0149 522 4281		Cardiff MSC	Tredegar MSEC, Masonic Buildings, Morgan Street, Tredegar, Gwent, NP23 3NA	Voice	Direct Exchange Line
0149 522 6760		Cardiff MSC	Tredegar MSEC, Masonic Buildings, Morgan Street, Tredegar, Gwent, NP23 3NA	Voice	Direct Exchange Line
0149 254 0599		Cardiff MSC	Colwyn Bay MSEC, Government Buildings, Dinerth Road, Rhos on Sea, Colwyn Bay, LL28 4UL	Voice	Direct Exchange Line



Number	Additional Number (1)	MSC/Business Unit	Installation location	Line Used For	Type
0124 835 3717		Cardiff MSC	Bangor MSEC, Ty Glyder, 339 High St, Bangor, Gwynedd LL57 1YP	Voice	Direct Exchange Line
0124 836 2660		Cardiff MSC	Bangor MSEC, Ty Glyder 339 High St Bangor, Gwynedd, LL57 1YP	Voice	Direct Exchange Line
0179 265 9800		Cardiff MSC	Swansea MSEC, 4 <sup>th</sup> Floor, Grove House, Grove Place, Swansea, SA1 5DF	Voice	Direct Exchange Line
0144 348 0481		Cardiff MSC	Pontypridd Medical Examination Centre, 6 Gelliwastad Road, Pontypridd, Mid Glamorgan, CF37 2BP	Voice	Direct Exchange Line
0144 348 5145		Cardiff MSC	Pontypridd Medical Examination Centre, 6 Gelliwastad Road, Pontypridd, Mid Glamorgan, CF37 2BP	Voice	Direct Exchange Line
0126 722 9381		Cardiff MSC	Carmarthen MSEC , Office Suite E1, 2nd Floor, 3 Red Street, Darkgate Centre, Carmarthen, SA31 1PS	Voice	Direct Exchange Line
0126 722 9382		Cardiff MSC	Carmarthen MSEC , Office Suite E1, 2nd Floor, 3 Red Street, Darkgate Centre, Carmarthen, SA31 1PS	Fax	Direct Exchange Line
0126 724 2925		Cardiff MSC	Carmarthen MSEC , Office Suite E1, 2nd Floor, 3 Red Street, Darkgate Centre, Carmarthen, SA31 1PS	Voice / Data	Direct Exchange Line
0143 776 7722		Cardiff MSC	New Surgery, Winch Lane, Haverford West, SA61 1RN	Voice(main)/Fax	Direct Exchange Line
0163 324 3601		Cardiff MSC	Newport MSEC, Sovereign House, 4-5 Kingsway, Newport, Gwent, NP1 1WR	Voice/fax	Direct Exchange Line
0163 326 4493		Cardiff MSC	Newport MSEC, Sovereign House, 4-5 Kingsway, Newport, Gwent, NP1 1WR	Voice	Direct Exchange Line

Number	Additional Number (1)	MSC/Business Unit	Installation location	Line Used For	Type
0149 572 2777		Cardiff MSC	Tredegar MSEC, Masonic Buildings, Morgan Street, Tredegar, Gwent, NP2 3NA	Voice	Direct Exchange Line
0197 826 4419		Cardiff MSC	Wrexham MSEC, Ty Maelor, 15-17 Grosvenor Rd, Wrexham, LL11 1BW	Fax	Direct Exchange Line
0197 826 6021		Cardiff MSC	Wrexham MSEC, Ty Maelor, 15-17, Grosvenor Rd, Wrexham, LL11 1BW	Voice	Exchange Feature Group (8 channels)
0146 325 6500		Edinburgh MSC	Inverness MSEC, 2 Baron Taylors Street, Inverness, IV1 1QI	Voice	6 x ISDN
0131 556 2404		Edinburgh MSC	Edinburgh MSEC, 44 York Place, Edinburgh, EH1 3JG	Voice	Feature Line
0131 556 3541		Edinburgh MSC	Edinburgh MSEC, 44 York Place, Edinburgh, EH1 3JG	Voice	Feature Line
0131 556 5843		Edinburgh MSC	Edinburgh MSEC, 44 York Place, Edinburgh, EH1 3JG	Voice	Feature Line
0131 556 5854		Edinburgh MSC	Edinburgh MSEC, 44 York Place, Edinburgh, EH1 3JG	Voice	Feature Line
0131 558 7329		Edinburgh MSC	Edinburgh MSEC, 44 York Place, Edinburgh, EH1 3JG	Voice	Feature Line
0122 458 1208		Edinburgh MSC	Aberdeen MSEC, Atholl House, 86-88 Guild Street, Aberdeen, AB9 1NJ	Voice	Direct Exchange Line
0122 457 3458		Edinburgh MSC	Aberdeen MSEC, Atholl House 86-88 Guild Street, Aberdeen, AB9 1NJ	Voice	Direct Exchange Line
0122 457 5199		Edinburgh MSC	Aberdeen MSEC, Atholl House, 86-88 Guild Street, Aberdeen, AB9 1NJ	Voice	Direct Exchange Line
0138 220 6611		Edinburgh MSC	Dundee MSEC, The Vine, 43 Magdalene Yard Road, Dundee, DD1 4NE	Voice	Direct Exchange Line

Number	Additional Number (1)	MSC/Business Unit	Installation location	Line Used For	Type
0138 234 6500		Edinburgh MSC	Dundee MSEC, The Vine, 43 Magdalene Yard Road, Dundee, DD1 4NE	Voice-Main Switchboard	ISDN30
0129 228 6787		Glasgow MSC	Ayr MSEC, Russell House, King St, Ayr, KA8 0AB	Voice	Direct Exchange Line
0141 248 3407		Glasgow MSC	Glasgow MSC, Corunna House (1), 29 Cadogan Street, Glasgow, G2 7FS	Voice	Direct Exchange Line
0113 267 0832		Leeds CRT	Leeds Medical Services Centre, Block 1, Government Buildings, Otley Road, Lawnswood, Leeds, LS16 5PU	Voice	Direct Exchange Line
0113 267 1820		Leeds CRT	Leeds Medical Services Centre, Block 1, Government Buildings, Otley Road, Lawnswood, Leeds, LS16 5PU	Voice	Direct Exchange Line
0113 267 1820		Leeds CRT	Leeds Medical Services Centre, Block 1, Government Buildings, Otley Road, Lawnswood, Leeds, LS16 5PU	Voice	Direct Exchange Line
0113 267 1830		Leeds CRT	Leeds Medical Services Centre, Block 1, Government Buildings, Otley Road, Lawnswood, Leeds, LS16 5PU	Voice	Direct Exchange Line
0113 267 1831		Leeds CRT	Leeds Medical Services Centre, Block 1, Government Buildings, Otley Road, Lawnswood, Leeds, LS16 5PU	Voice	Direct Exchange Line
0147 226 7654		Leeds MSC	Grimsby MSEC, 76B Cleethorpes Road, Grimsby, DN31 3EH	Voice	Direct Exchange Line
0147 226 7834		Leeds MSC	Grimsby MSEC, 76B Cleethorpes Road, Grimsby, DN31 3EH	Voice	Direct Exchange Line
0147 234 3907		Leeds MSC	Grimsby MSEC, 76B Cleethorpes Road, Grimsby, DN31 3EH	Voice	Direct Exchange Line
0147 235 1183		Leeds MSC	Grimsby MSEC, 76B Cleethorpes Road, Grimsby, DN31 3EH	Voice	Direct Exchange

Number	Additional Number (1)	MSC/Business Unit	Installation location	Line Used For	Type
					Line
0147 235 7682		Leeds MSC	Grimsby MSEC, 76B Cleethorpes Road, Grimsby, DN31 3EH	Voice	Direct Exchange Line
0147 235 8356		Leeds MSC	Grimsby MSEC, 76B Cleethorpes Road, Grimsby, DN31 3EH	Voice	Direct Exchange Line
0172 336 6872		Leeds MSC	Scarborough MSEC, Arundel House, Arundel Place, Scarborough, YO11 1TX	Voice	Direct Exchange Line
0127 472 4326		Leeds MSC	Bradford MSEC, Cheapside Chambers, 43 Cheapside, Bradford, BD1 4HP	Voice	Direct Exchange Line
0127 472 5431		Leeds MSC	Bradford MSEC, Cheapside Chambers, 43 Cheapside, Bradford, BD1 4HP	Voice	Direct Exchange Line
0127 472 4382		Leeds MSC	Bradford MSEC, Cheapside Chambers, 43 Cheapside, Bradford, BD1 4HPWest Yorks	Voice	Direct Exchange Line
0122 678 5404		Leeds MSC	Barnsley MSEC, Joseph Locke House, Heelis Street, Barnsley, S70 1LW	Voice	Direct Exchange Line
0197 770 0707		Leeds MSC	Pontefract MSEC, Ground Floor, Crown Buildings, Newgate, Pontefract, WF8 1NB	Voice	Direct Exchange Line
0197 770 0807	0197 776 0807	Leeds MSC	Pontefract MSEC, Ground Floor, Crown Buildings, Newgate, Pontefract, WF8 1NB	Voice	Direct Exchange Line
0190 465 2196		Leeds MSC	York MSEC, 60 St Denys Road/23 Piccadilly, York	Voice	Direct Exchange Line
0161 480 2029		Manchester MSC	Stockport MSEC, Burley House, Holt Street, Higher Hillgate, Stockport, SK1 3PY	Voice	Direct Exchange

Number	Additional Number (1)	MSC/Business Unit	Installation location	Line Used For	Type
					Line
0151 227 3501		Bootle MSC	Liverpool MSEC, Port of Liverpool Building, Pier Head , Liverpool,L3 1LT	Voice	Direct Exchange Line
0194 282 4568		Manchester MSC	Wigan MSEC, Mesnes House, Mesnes Street, Wigan Lane, Wigan, WN1 1QJ	Voice	Direct Exchange Line
0191 564 2860		Newcastle MSC	Sunderland MSEC, 2 <sup>nd</sup> Floor, 60 The Bridges, Sunderland, SR1 3LE	Voice	Direct Exchange Line
0191 564 2861		Newcastle MSC	Sunderland MSEC, 2 <sup>nd</sup> Floor, 60 The Bridges, Sunderland, SR1 3LE	Voice	Direct Exchange Line
0191 284 6812		Newcastle MSC	Newcastle MSC, Arden House, Regent Farm Road, Newcastle Upon Tyne, NE3 3JN	Voice	Direct Exchange Line
0191 213 6053		Newcastle MSC	Newcastle MSC, Arden House, Regent Farm Road Newcastle Upon Tyne, NE3 3JN	Voice	Direct Exchange Line
0191 213 0365		Newcastle MSC	Newcastle MSC, Arden House, Regent Farm Road, Newcastle Upon Tyne, NE3 3JN	Voice	Direct Exchange Line
0191 384 8530		Newcastle MSC	, Durham MSEC, Elvet House, Hallgarth Street, Durham, DH1 5TQ	Voice	Direct Exchange Line
0191 384 4945		Newcastle MSC	Durham MSEC, Elvet House, Hallgarth Street, Durham, DH1 5TQ	Voice	Direct Exchange Line
0191 384 7610		Newcastle MSC	Durham MSEC, Elvet House, Hallgarth Street, Durham, DH1 5TQ	Voice	Direct Exchange Line
0142 926 8075		Newcastle MSC	Hartlepool MSEC, Ground Floor, Crown Buildings, Tees Street off Raby Road, Hartlepool, TS24 8AW	Voice	Direct Exchange

Number	Additional Number (1)	MSC/Business Unit	Installation location	Line Used For	Type
					Line
0142 986 5756		Newcastle MSC	Hartlepool MSEC Ground Floor, Crown Buildings, Tees Street off Raby Road, Hartlepool, TS24 8AW	Voice	Direct Exchange Line
0164 221 9382		Newcastle MSC	Middlesbrough MSEC, First Floor, 12-16 Woodlands Road, Middlesbrough, TS1 3BE	Voice	Direct Exchange Line
0164 224 4013		Newcastle MSC	Middlesbrough MSEC, First Floor, 12-16 Woodlands Road, Middlesbrough, TS1 3BE	Voice	Direct Exchange Line
0164 224 7448		Newcastle MSC	Middlesbrough MSEC, First Floor, 12-16 Woodlands Road, Middlesbrough, TS1 3BE	Voice	Direct Exchange Line
0142 927 7175		Newcastle MSC	Hartlepool MSEC, Ground Floor, Crown Buildings, Tees Street off Raby Road, Hartlepool, TS24 8AW	Voice	Direct Exchange Line
					Direct Exchange Line
0120 231 1957		Bristol MSC	Bournemouth MSEC, 20-28 Cotlands Road, Bournemouth, BH1 3RJ	voice	Direct Exchange Line
0120 231 7970		Bristol MSC	Bournemouth MSEC, 20-28 Cotlands Road, Bournemouth, BH1 3RJ	Voice	Direct Exchange Line
0120 536 1364		Nottingham MSC	Boston MSEC, 136 West Street, Boston, Lincs, PE21 8OZ	Fax	Direct Exchange Line
0160 475 7622		Nottingham MSC	Northampton MSEC, Government Building, Gladstone Road, Dallington Northampton, NN5 7QA	Voice	Direct Exchange Line
0160 475 7655		Nottingham MSC	Northampton MSEC, Government Building, Gladstone Road, Dallington, Northampton, NN5 7QA	Voice	Direct Exchange

Number	Additional Number (1)	MSC/Business Unit	Installation location	Line Used For	Type
					Line
0162 342 2724		Nottingham MSC	Mansfield MSEC, Hill House, Commercial Gate, Mansfield, Notts. NG18 1LN	Data	Direct Exchange Line
0162 362 2836		Nottingham MSC	Mansfield MSEC, Hill House, Commercial Gate, Mansfield, Notts. NG18 1LN	Voice	Direct Exchange Line
0162 363 4868		Nottingham MSC	Mansfield MSEC, Hill House, Commercial Gate, Mansfield, Notts. NG18 1LN	Voice	Direct Exchange Line
0116 251 8941		Nottingham MSC	Leicester Medical Examination Centre, 1st Floor, Rutland Centre, Halford Street, Leicester, LE1 1TQ	Voice	Direct Exchange Line
0120 535 0068		Nottingham MSC	Boston Medical Examination Centre, 136 West Street, Boston, PE21 8OZ	Voice	Direct Exchange Line
Installation pending		Nottingham MSC	Nottingham MSEC, Price House, 37 Stoney Street, Lace Market, Nottingham, NG1 1LS	Modem line	Direct Exchange Line
0115 941 8795		Nottingham MSC	Nottingham MSEC, Price House, 37 Stoney Street, Nottingham, NG1 1LS	Data	Direct Exchange Line
0115 947 4998		Nottingham MSC	Nottingham MSEC, Price House, 37 Stoney Street, Nottingham, NG1 1LS	Voice	Direct Exchange Line
0115 947 6072		Nottingham MSC	Nottingham MSEC, Price House, 37 Stoney Street, Nottingham, NG1 1LS	Voice	Direct Exchange Line
0115 979 9277		Nottingham MSC	Nottingham MSEC, Price House, 37 Stoney Street, Nottingham, NG1 1LS	Voice	Direct Exchange Line
0115 950 9479		Nottingham MSC	Nottingham MSEC, Price House, 37 Stoney Street, Lace Market. Nottingham. NG1 1LF	Data	Direct Exchange

Number	Additional Number (1)	MSC/Business Unit	Installation location	Line Used For	Type
					Line
0208 318 9138		Sutton MSC	Lewisham MSEC, 12 Belmont Hill, Lewisham, London, SE13 5BD	Voice	Direct Exchange Line
0208 852 7412		Sutton MSC	Lewisham MSEC, 12 Belmont Hill, Lewisham, London, SE13 5BD	Fax	Direct Exchange Line
0163 440 9122		Sutton MSC	Chatham MSEC, 1a Batchelor Street, Chatham, Kent, ME4 4BJ	Intruder alarm	Direct Exchange Line
0163 483 5510		Sutton MSC	Chatham MSEC, 1a Batchelor Street, Chatham, Kent, ME4 4BJ	Voice & Fax	Direct Exchange Line
0238 022 4445		Sutton MSC	Southampton MSEC, 1st Floor, Oxford House, College Street, Southampton, Hampshire, SO14 3EJ	Voice	Direct Exchange Line
0238 033 0124		Sutton MSC	Southampton MSEC, 1st Floor, Oxford House, College Street, Southampton, Hampshire, SO14 3EJ	Voice	Direct Exchange Line
0238 033 0189		Sutton MSC	Southampton MSEC, 1st Floor, Oxford House, College Street, Southampton, Hampshire, SO14 3EJ	Fax	Direct Exchange Line
0238 033 9279		Sutton MSC	Southampton MSEC, 1st Floor, Oxford House, College Street, Southampton, Hampshire, SO14 3EJ	Voice	Direct Exchange Line
0238 063 1270		Sutton MSC	Southampton MSEC, 1st Floor, Oxford House, College Street, Southampton, Hampshire, SO14 3EJ	Voice	Direct Exchange Line
0238 063 7575		Sutton MSC	Southampton MSEC, 1st Floor, Oxford House, College Street, Southampton, Hampshire, SO14 3EJ	Voice	Direct Exchange Line
0239 273 1877		Sutton MSC	Portsmouth MSEC, 1st Floor, Wingfield House, Commercial Road, Portsmouth, Hampshire, PO1 4TA	Voice	Direct Exchange



Number	Additional Number (1)	MSC/Business Unit	Installation location	Line Used For	Type
					Line
0239 273 3964		Sutton MSC	Portsmouth MSEC, 1st Floor, Wingfield House, Commercial Road, Portsmouth, Hampshire, PO1 4TA	Voice	Direct Exchange Line
0239 273 7094		Sutton MSC	Portsmouth MSEC, 1st Floor, Wingfield House, Commercial Road, Portsmouth, Hampshire, PO1 4TA	Phone	Direct Exchange Line
0239 282 3555		Sutton MSC	Portsmouth MSEC, 1st Floor, Wingfield House, Commercial Road, Portsmouth, Hampshire, PO1 4TA	Fax	Direct Exchange Line
0208 540 4256		Sutton MSC	Wimbledon MSEC, 213-217 The Broadway, Wimbledon, London, SW19 1NL	Voice	Direct Exchange Line
0208 540 4562		Sutton MSC	Wimbledon MSEC, 213-217 The Broadway, Wimbledon, London, SW19 1NL	Fax	Direct Exchange Line
0142 471 8557		Sutton MSC	St Leonards MSEC, 49 London Road, St. Leonards on Sea, East Sussex, TN37 6AY	Fax	Direct Exchange Line
0142 471 9975		Sutton MSC	St Leonards MSEC, 49 London Road, St. Leonards on Sea, East Sussex, TN37 6AY	Voice	Direct Exchange Line
0118 956 6183		Sutton MSC	Reading MSEC, Eaton Court, Eaton Place 104-112 Oxford Road, Reading, Berkshire, RG1 7LL	Voice	Direct Exchange Line
0118 959 4869		Sutton MSC	Reading MSEC, Eaton Court, Eaton Place, 104-112 Oxford Road, Reading, Berkshire, RG1 7LL	Fax	Direct Exchange Line
0208 771 5421		Sutton MSC	Thornton Heath MSEC, Falcon House, 6 Parchmore Road, Thornton Heath, Surrey, CR7 8LU	Voice & Fax	Direct Exchange Line
0127 371 0768		Sutton MSC	Brighton MSEC, Ground Floor, Lees House, 21-35 Dyke Road, Brighton, East Sussex, BN1 3GD	Voice	Direct Exchange

Number	Additional Number (1)	MSC/Business Unit	Installation location	Line Used For	Type
					Line
0127 372 8535		Sutton MSC	Brighton MSEC, Ground Floor, Lees House, 21-35 Dyke Road, Brighton, East Sussex, BN1 3GD	Voice	Direct Exchange Line
0127 373 1097		Sutton MSC	Brighton MSEC, Ground Floor, Lees House, 21-35 Dyke Road, Brighton, East Sussex, BN1 3GD	Fax	Direct Exchange Line
0127 377 3781		Sutton MSC	Brighton MSEC, Ground Floor, Lees House, 21-35 Dyke Road, Brighton, East Sussex, BN1 3GD	Intruder alarm	Direct Exchange Line
0122 336 3578		Wembley MSC	Cambridge MSEC, 1st Floor, 24 Hills Road, Cambridge, CB2 1BS	Voice / Fax	Direct Exchange Line
0122 336 9081		Wembley MSC	Cambridge MSEC, 1st Floor, 24 Hills Road, Cambridge, CB2 1BS	Voice	Direct Exchange Line
0160 325 2000		Wembley MSC	Norwich MSEC, 2nd Floor, St Mary's House, Duke Street, Norwich, Norfolk, NR3 1QA	Voice & Fax	ISDN 5 Ext. DD Range
0160 366 5867		Wembley MSC	Norwich MSEC, 2nd Floor, St Mary's House, Duke Street, Norwich, Norfolk, NR3 1QA	Data	Direct Exchange Line
0160 376 0708		Wembley MSC	Norwich MSEC, 2nd Floor, St Mary's House, Duke Street, Norwich, Norfolk, NR3 1QA	Voice/RAS access for visiting managers	Direct Exchange Line
0186 555 7100		Wembley MSC	Oxford MSEC, Belsyre Court, 67 Woodstock Road, Oxford, Oxfordshire, OX2 6HJ	Voice	Direct Exchange Line
0186 555 9557		Wembley MSC	Oxford MSEC, Belsyre Court, 67 Woodstock Road, Oxford, Oxfordshire, OX2 6HJ	Voice & Fax	Direct Exchange Line
0158 241 1048		Wembley MSC	Luton MSEC, 6th Floor, Cresta House, Alma Street, Luton, Bedfordshire, LU1 2PU	Fax	Direct Exchange

Number	Additional Number (1)	MSC/Business Unit	Installation location	Line Used For	Type
					Line
0158 248 4296		Wembley MSC	Luton MSEC, 6th Floor, Cresta House, Alma Street, Luton, Bedfordshire, LU1 2PU	Voice	Direct Exchange Line
0158 272 0234		Wembley MSC	Luton MSEC, 6th Floor, Cresta House, Alma Street, Luton, Bedfordshire, LU1 2PU	Voice	Direct Exchange Line
0208 493 8788		Wembley MSC	Seven Sisters MSEC, 2 <sup>nd</sup> Floor, Anna House, 214-218 High Road, South Tottenham, London, N15 4NP	Voice	8 Exchange Lines
0208 493 8797		Wembley MSC	Seven Sisters MSEC, 2 <sup>nd</sup> Floor, Anna House, 214-218 High Road, South Tottenham, London, N15 4NP	Fax	Direct Exchange Line
0208 808 6829		Wembley MSC	Seven Sisters MSEC, 2 <sup>nd</sup> Floor, Anna House, 214-218 High Road, South Tottenham, London, N15 4NP	Voice	Direct Exchange Line
0129 633 6889		Wembley MSC	Aylesbury MSEC, Oxford House, Bell Business Park, Smeaton Close, Aylesbury	Voice	Direct Exchange Line
0129 648 6858		Wembley MSC	Aylesbury MSEC, Oxford House, Bell Business Park, Smeaton Close, Aylesbury	Voice & Fax	Direct Exchange Line
0170 233 2150		Wembley MSC	Southend on Sea MSEC, Crown Building, 11 Prittlewell Chase, Westcliff on Sea, Essex, SS0 0RX	Voice	Direct Exchange Line
0170 234 8034		Wembley MSC	Southend on Sea MSEC, Crown Building, 11 Prittlewell Chase, Westcliff on Sea, Essex, SS0 0RX	Voice & Fax	Direct Exchange Line
0170 234 9245		Wembley MSC	Southend on Sea MSEC, Crown Building, 11 Prittlewell Chase, Westcliff on Sea, Essex, SS0 0RX	Voice	Direct Exchange Line
0124 526 5494		Wembley MSC	Chelmsford MSEC, Spur E, Government Buildings, Beeches Road, Chelmsford, Essex, CM1 2RT	Voice & Fax	Direct Exchange

Number	Additional Number (1)	MSC/Business Unit	Installation location	Line Used For	Type
					Line
0124 549 3129		Wembley MSC	Chelmsford MSEC, Spur E, Government Buildings, Beeches Road, Chelmsford, Essex, CM1 2RT	Voice	Direct Exchange Line
0155 369 2588		Wembley MSC	Kings Lynn MSEC, Vancouver House, County Court Road, King's Lynn, Norfolk, PE30 5EW	Voice & Fax	Direct Exchange Line

**APPENDIX 2 – ANNUAL COSTS**

*Redacted: This section has been removed as it contains information which is exempt under Section 43 of the Freedom of Information Act 2000, due to it being commercially sensitive.*