

**WRITTEN QUESTION TO THE MINISTER FOR HEALTH AND SOCIAL SERVICES
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ANSWER TO BE TABLED ON TUESDAY 19th JANUARY 2010**

Question

What was the cost of telephone services for the Health and Social Services Department for each of the last 3 years in terms of -

- (a) Telephone Rental
- (b) Telephone Calls
- (c) Other services (Broadband/mobile rental charges etc)

Answer

Health and Social Services is billed by Jersey Telecoms for telephone services. A wide range of services additional to telephone calls and line rentals are commissioned from JT by the department, these include the provision of communication lines for the pager system, maintenance and purchase of IT software and hardware and cable laying. These purchases are coded on a central system called JD Edwards.

JD Edwards is configured to provide reports useful to the department in managing and monitoring communication systems. Although the reports are not designed to give the information in the format requested in the question, the following year on year data is available:

Year	Usage and Service	Landline Calls	Mobile usage and rental	Total
2007	£261,502.11	£45,765.26	£12,164.68	£273,666.79
2008	£161,236.49	£108,894.19	£6,104.20	£167,340.69
2009	£111,648.75	£130,073.23	£4,952.72	£116,601.47

Usage and Services includes landline calls, line rental, ADSL and ISDN (Broadband) and this is taken from JT billing (JT billing does not separate monthly service charge from call usage charge)
Charges for our internal calls are generated by "Ringmaster" and this allows us to recharge internally for our calls.