

3 May 2012

FREEDOM OF INFORMATION ACT 2000 REQUEST REF: 0350-12

Thank you for your email of 22 March 2012 asking the Foreign and Commonwealth Office (FCO) for details on the following:

1. Annual breakdown for the last three financial years of the total amount spent on phone calls from departmental landlines (Whitehall);
2. Total number of staff based in Whitehall office;
3. Total amount spent on monthly line rental broken down over the last three financial years;
4. Name of the provider – e.g. BT, Virgin Media or Talk Talk;
5. Details of how departmental phone operation is set-up - i.e. are calls at cheaper rate than from a home landline - details of how it is set up.

I am writing to confirm that we have now completed the search for the information which you requested. I can confirm that the FCO does hold information relevant to your request.

“*Whitehall*” is defined as FCO offices in King Charles Street, Old Admiralty Building and Lancaster House for all questions.

1. Annual breakdown for the last three financial years of the total amount spent on phone calls from departmental landlines (Whitehall):

2009/10: £1,103,265
2010/11: £1,280,086
2011/12: £1,378,322

Includes all UK/International calls, monthly line rental charges for FCO (“Whitehall”) landlines and inclusive of VAT.

2. Total number of staff based in Whitehall office:

Number of London based staff: approximately 2,700*

*figure for 2012

3. Total amount spent on monthly line rental broken down over the last three financial years:

Monthly line rental charges (per landline/handset):

2009/10* 2010/11*: To end December 2011* From January 2012**:

£17.70 (Analogue) £17.70 (Analogue) £17.70 (Analogue) £9.67 (Analogue)

£22.29 (Digital) £22.29 (Digital) £22.29 (Digital) £14.37 (Digital)

*Inclusive of **all** calls, operator services, voicemail and maintenance/repairs.

** From January 2012 to present. Inclusive of UK calls, excludes voicemail, *international* calls and additional hardware, charges of which are in addition and vary.

4. Name of the provider – e.g. BT, Virgin Media or Talk Talk:

2009-Dec 2012: Global Crossing

Jan 2012 – present: Level 3 (formerly Global Crossing)

The FCO's current global telecommunications service has been provided by Level 3/Global Crossing since 2000. On 13 September 2010, a new contract was signed with Cable & Wireless Worldwide (CWW) to deliver an improved global telephony, data and videoconferencing services (the Echo programme) for the FCO, UK Border Agency (UKBA) and the Department for International Development (DFID). The Echo programme will achieve savings to the FCO through lower cost technologies, call charges, support costs, and shared infrastructure. The Echo programme/CWW is in transition and has not yet replaced Level 3 in the UK. On current plans, CWW aims to replace Level 3 by 2013.

5. Details of how departmental phone operation is set-up - i.e. are calls at cheaper rate than from a home landline - details of how it is set up:

Our current arrangement with Level 3 includes UK calls as part of the landline/handset rental charge. This arrangement is a "call off"* from the Managed Telecommunications Convergence Framework and all rates were negotiated by the Government Procurement Service.

* A call-off is a contract made following a formal tendering process with one or more contractors, suppliers or service providers for a defined range of works, goods or services covering terms and conditions (including price) which users 'call off' to meet their requirements.