

From: Riddle, Maya on behalf of Enquiries, FOI
Sent: 30 April 2015 13:22
To: 'Richard Fowler'
Subject: RE: Request for Information: Lines, Minutes, Broadband and WAN

Dear Richard,

We have completed the search for the information that you requested.
Taking each question in turn, our response is given below.

- 1) The Current Fixed Line (Voice Circuits) contract is with CSC Computer Sciences Ltd. CSC manages the services using BT as the supplier partner.
- 2) The Fixed Line Contract expires April 2016 and will be retendered.
- 3) The Fixed Line Contract Duration is 5 Years, with the option to extend by 2 years
- 4) The lines are analogue (this is currently under review)
- 5) There are 24 direct exchange lines supporting the ~1721 extensions
- 6.) The Minutes/Landline Provider is as per 1 above
- 7) The Minutes/Landline Renewal Date is as per 2 above
- 8) The Minutes Landline Monthly average spend is £2k
- 9) The Minutes Landlines contract duration is as per 3 above
- 10) There are 1721 landline extensions used by the Authority
- 11) The Fixed Broadband Provider is Vodaphone (DEMONnet)
- 12) The Fixed Broadband Renewal Date is 18 May 2015
- 13) The Fixed Broadband Annual average spend is £0.5K
- 14) The Installation Date was December 2001. This was upgraded in 2004
- 15) The Authority has two WAN Providers:
 - a) BT WAN connection, which is part of the CSC contract.
 - b) Fibre based internet connection via JANET
- 16) The WAN contract Renewal Date are:
 - a) As 2 above

b) 1 August 2015

17) The contract description is:

- a) Private 100Mb WAN connection to CSC data centre
- b) 1Gb internet connection via 10Gb bearers over dual fibres on the JANET TVN link

18) There is only one site

19) WAN Annual average spend on JANET is £62K

We do not have a fixed contact for each contract. However, there is general group email for our procurement team, which any enquiries can be sent to and will be forwarded to the most appropriate person. This email is: procurement@ccfe.ac.uk

I trust that this provides you with the information that you require.

Your enquiry has been dealt with under the Freedom of Information Act. If you are unhappy with the service you have received in relation to your request please let me know. Our complaints procedure is available on: <https://www.gov.uk/government/organisations/uk-atomic-energy-authority/about/complaints-procedure>

Kind regards,

Maya

Dr Maya Riddle, Secretariat, UK Atomic Energy Authority,
K2/1/10, Culham Science Centre

From: Richard Fowler [<mailto:rafowler2460@gmail.com>]
Sent: 03 April 2015 13:43
Subject: Request for Information: Lines, Minutes, Broadband and WAN

Hi,

Freedom of Information Request- Fixed Telephony, Broadband and WAN Contract Information. (PLEASE ACKNOWLEDGE).

I want to submit a freedom of information request for the following information relating to Fixed Telecommunications and Internet Services:

If there is more than one supplier for each of the contract information I am requesting below please can you split each contract individually and not combined. Please also separate the expiry data and spend and number of lines for each supplier. An example of this can be viewed at the bottom of this request.

Contract 1

1. **Current Fixed Line (Voice Circuits) Provider-** Supplier's name, if there is not information available please can you provide further insight into why?
2. **Fixed Line- Contract Renewal Date-** please provide day, month and year (month and year is also acceptable). If this is a rolling contract please provide me with the rolling date of the contract. If there is more than one supplier please split the renewal dates up into however many suppliers
3. **Fixed Line- Contract Duration-** the number of years the contract is for each supplier.
4. **Type of Lines-** Please can you split the type of lines per each supplier? PSN, Analogue, SIP
5. **Number of Lines-** Please can you split the number of lines per each supplier? SIP trunks, PSN Lines, Analogue Lines

Contract 2

6. **Minutes/Landline Provider-** Supplier's name (Fixed Voice not Mobiles) if there is not information available please can you provide further insight into why?

7. **Minutes/Landline Contract Renewal Date-** please provide day, month and year (month and year is also acceptable). If this is a rolling contract please provide me with the rolling date of the contract.

8. **Minutes Landline Monthly Spend-** Monthly average spend. An estimate or average is acceptable.

9. **Minute's Landlines Contract Duration:** the number of years the contract is with the supplier.

10. **Number of Extensions-** Please state the number of telephone extensions the organisation currently has. An estimate or average is acceptable.

Contract 3

11. **Fixed Broadband Provider-** Supplier's name if there is not information available please can you provide further insight into why?

12. **Fixed Broadband Renewal Date-** please provide day, month and year (month and year is also acceptable). If this is a rolling contract please provide me with the rolling date of the contract. If there is more than one supplier please split the renewal dates up into however many suppliers

13. **Fixed Broadband Annual Average Spend-** Annual average spend. An estimate or average is acceptable.

14. **VOIP/PBX Installation Date of the organisation's primary telephone system:** - please provide day, month and year (month and year is also acceptable).

Contract 4

15. WAN Provider- please provide me with the main supplier(s) if there is not information available please can you provide further insight into why?

16. WAN Contract Renewal Date- please provide day, month and year (month and year is also acceptable). If this is a rolling contract please provide me with the rolling date of the contract. If there is more than one supplier please split the renewal dates up into however many suppliers

17. Contract Description: Please can you provide me with a brief description of the contract

18. Number of sites: Please state the number of sites the WAN covers. Approx will do.

19. WAN Annual Average Spend- Annual average spend. An estimate or average is acceptable.

18. Internal Contact: please can you send me there full contact details including contact number and email and job title.

IMPORTANT

If there is more than one supplier for some of the types of contracts information please can you split each of the contracts for each supplier that provide that service/support. For example Fixed Lines BT, Virgin Media Business

EXAMPLE			
Supplier	Renewal Date	Contract Duration	Number of Lines
VMB	01/06/2013	1	100
BT	01/09/2013	3	600

If there is more than one contract please can you send me the main contracts?

If your organisation has a managed services contract which includes all or two out of three of the services stated above please state which of these is included with the

contract. It would also be for me to if there are any other service support areas that are included within these contracts.

Managed Service Contract

- Number of Extensions
- Type of Lines
- Number of Lines
- Minutes Landline Monthly Average Spend
- Fixed Broadband Average Annual Spend
- WAN Average Annual Spend
- Internal Contact: please can you send me there full contact details including contact number and email and job title.

If there is more than one supplier for each contract please can you separate the contract dates and spend for each supplier. Also if no information can be provided for each of the key data types please explain why there is no information.

Thanks

Richard Fowler