



Our ref: 730,289
Your ref:

Tony Malone
Chief Information Officer
Highways England
Bridge House
1 Walnut Tree Close
Guildford
GU1 4LZ

Via Email

03/12/2015

Dear

FREEDOM OF INFORMATION REQUEST

Thank you for your Freedom of Information request dated 5 November regarding fixed telephony, broadband and WAN contract information. The responses to your questions are below.

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?

Answer: Highways England is currently in transition from Atos Origin to Unify. We aim to complete this transition by March 2016.

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.

Answer: The contract renewal date is July 2018.

3. **Fixed Line - Contract Duration-** the number of years the contract is for each supplier.

Answer: This is a 5 year contract.

4. **Type of Lines-** Please can you split the type of lines per each supplier? PSN, Analogue, SIP/VOIP.

Answer: Highways England uses PSN lines.

5. **Number of Lines-** Please can you split the number of lines per each supplier? SIP trunks, PSN Lines, Analogue Lines

Answer: We are not able to provide this information within the FOI cost/time limit.

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?

Answer: Highways England is currently in transition from Atos Origin to Unify. We aim to complete this transition by March 2016.

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.

Answer: The contract renewal date is July 2018.

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

Answer: Highways England spends approximately £13,500 per month on landlines.

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

Answer: This is a 5 year contract.

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

Answer: We are not able to provide this information within the FOI cost/time limit.

Contract 3

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

Answer: Highways England's supplier is Thales.

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.

Answer: The contract renewal date is December 2018.

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

Answer: Highways England spends approximately £200,000 per year on broadband.

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

Answer: VOIP/PBX have been rolled across Highways England at various points



between 2006 and 2010 across the 51 different locations on our estate. They are due for Replacement from December 2015.

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?

Answer: Highways England's supplier is Thales.

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.

Answer: The contract renewal date is December 2018.

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

Answer: The contract provides Highways England with WAN, LAN and RAS.

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

Answer: 50 sites are covered.

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

Answer: Highways England spends approximately £2,000,000 per year.

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

Tony Malone is the Chief Information Officer for Highways England. He is the director for the IT directorate and can be contacted through Highways England information line:

Telephone: 0300 123 5000

Email: info@highwaysengland.co.uk

If you are unhappy with the way we have handled your request you may ask for an internal review. Our internal review process is available at:

<https://www.gov.uk/government/organisations/highways-england/about/complaints-procedure>

If you require a print copy of the process, please phone the Information Line on 0300 123 5000; or e-mail info@highwaysengland.co.uk. I would be grateful if you would contact me if you wish to have an internal review.



If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Should you have any queries about this letter, please contact me. Please quote our reference number above in any future communications.

Yours sincerely



HP Tony Malone
Chief Information Officer
Highways England