



Department
for Environment
Food & Rural Affairs

T: 07770 783929
helpline@defra.gsi.gov.uk
www.defra.gov.uk

Your ref:
Our ref: RFI 5584
Date: 23rd July 2013

Dear [REDACTED]

REQUEST FOR INFORMATION: Telephony

Thank you for your request for information about Telephony, which we received on 25th June 2013. We have handled your request under the Freedom of Information Act 2000 (FOIA).

I enclose the information you requested:

With regards to the number of lines I require the total number of line e.g. analogue lines, PSN lines, SIP trunks?

Level 3 have confirmed we have no PSN IPVPN connections or SIP trunks. We have 59 exchange lines providing fallback if the main network were to fail. We have 3,133 Service Access Points (SAPs).

I don't understand what you mean by you don't have a separate contract for broadband services?

We do not have a standard broadband contract that we use as a call off for provision. We do have a number of locally agreed contracts (possibly hundreds) that are with a number of suppliers with a number of start and end dates in Regional Offices.

Broad band is only supplied to those staff who are registered home-workers. There are a number of suppliers and contract dates vary.



**INVESTORS
IN PEOPLE**

In keeping with the spirit and effect of the FOIA, and in keeping with the government's Transparency Agenda, all information is assumed to be releasable to the public unless exempt. Therefore, the information released to you will now be published on www.gov.uk together with any related information that will provide a key to its wider context. Please note that this will not include your personal data.

I attach Annex A, which explains the copyright that applies to the information being released to you.

I also attach Annex B giving contact details should you be unhappy with the service you have received.

If you have any queries about this letter, please contact me.

Yours

Julie Knapton

Annex A

Copyright

The information supplied to you continues to be protected by copyright. You are free to use it for your own purposes, including for private study and non-commercial research, and for any other purpose authorised by an exception in current copyright law. Documents (except photographs or logos) can be also used in the UK without requiring permission for the purposes of news reporting. Any other re-use, for example commercial publication, would require the permission of the copyright holder.

Most documents produced by Defra will be protected by Crown Copyright. Most Crown copyright information can be re-used under the Open Government Licence. For information about the OGL and about re-using Crown Copyright information please see The National Archives website.

Copyright in other documents may rest with a third party. For information about obtaining permission from a third party see the Intellectual Property Office's website.

Annex B

Complaints

If you are unhappy with the service you have received in relation to your request you may make a complaint or appeal against our decision under section 17(7) of the FOIA or under regulation 18 of the EIRs, as applicable, within 40 working days of the date of this letter. Please write to Mike Kaye, Head of Information Standards, Area 4D, Nobel House, 17 Smith Square, London, SW1P 3JR (email: requestforinfo@defra.gsi.gov.uk) and he will arrange for an internal review of your case. Details of Defra's complaints procedure are on our website.

If you are not content with the outcome of the internal review, section 50 of the FOIA and regulation 18 of the EIRs gives you the right to apply directly to the Information Commissioner for a decision. Please note that generally the Information Commissioner cannot make a decision unless you have first exhausted Defra's own complaints procedure. The Information Commissioner can be contacted at:

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