

## Freedom of Information Request - RFI 6695

Freedom of Information Request- Fixed Telephony, Broadband and WAN Contract Information

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

[The information provided covers Core Defra](#)

1. Current Fixed Line (Voice Circuits) Provider- Supplier's name, if there is not information available please can you provide further insight into why?

[Supplier – Level3 Communications](#)

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

[December 2013](#)

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

[2 years with option to extend up to 4 years](#)

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

[SAPs – Service Access Points](#)

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

[2,995 SAPs](#)

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?

[Level 3 Communications](#)

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.

December 2013

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

£36,438.00 average monthly spend for 2013/14

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

2 years with option to extend up to 4 years

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

2,995 Service Access Points

Contract 3

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

Defra has no central contract for the provision of broadband services, either as a discrete contract or as part of a central one (ie as part of our outsourced IT contract). There are some ad hoc local arrangements for broadband at some small sites but these are not recorded or managed separately.

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

We do not have a separate contract for broadband services

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

We do not have a separate contract for broadband services

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

We contract a telephony service from Level3 communications so do not have this detailed information

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?

[Our outsourced supplier, IBM, via their sub-contractors AT & T and Vodafone](#)

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

[The contract with IBM runs to January 2018](#)

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

[The total WAN spend in financial year 2013/14 is £3,469,677.25. Please note that this is expenditure is for the Core Department as well as Defra Bodies that are part of our contract with IBM United Kingdom Ltd.](#)

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

[Julie Pierce, Chief Information Officer, Director of Information Services, responsible for ICT and Knowledge, Transparency and Resilience for Defra and across the Defra Network. Tel: 03459 55 77 Email: \[defra.helpline@defra.gsi.gov.uk\]\(mailto:defra.helpline@defra.gsi.gov.uk\)](#)

#### 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?

- [Not applicable](#)

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.

- [Not applicable](#)

## 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.

- [Not applicable](#)