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**ATI 305**

**Request**

**From:** [Redacted under section 40 of the FOIA]  
**Sent:** 1 July 2014  
**Subject:** FOI- Fixed Telephony, broadband and WAN

Hi,

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.

**VMD Reply**

**Sent:** 21 July 2014  
**To:** [Redacted under section 40 of the FOIA]  
**Subject:** FOI- Fixed Telephony, broadband and WAN

**Your Request**

Thank you for your email below dated 1 July 2014.

We are dealing with your request under the Freedom of Information Act 2000.

You asked for information below relating to certain contracts.

**Our Reply**

## 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?

Vodafone and BT

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

01/07/2017

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

Beyond Telecommunications Ltd-Contract ends 01/07/2017

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

Analogue and PSN

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

Analogue 8 - PSN 15

## Contract 2

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

Beyond Telecommunications Ltd

6. **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.

01/07/2017

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

£550

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

01/07/2017

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

170

### Contract 3

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

BT

11. **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

No contract

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

£42000

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

24/07/2009

#### **Contract 4**

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

BT and Vodafone

15. **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

Vodafone (Defra contract) March 2015

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

10MBPS

18. **Internal Contact:** please can you send me there full contact details including contact number and email and job title. **Jakki Steer, IT Operations Manager,** [j.steer@vmd.defra.gsi.gov.uk](mailto:j.steer@vmd.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

<b>EXAMPL E Supplier</b>	<b>Renewal Date</b>	<b>Contract Duration</b>	<b>Number of Lines</b>
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** – see information above.

- 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.

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### **Our Service**

If you are unhappy with the service you have received in relation to your request and wish to make a complaint, you may request an internal review within two calendar months of the date of this e-mail. If you would like to request an internal review please write to [Redacted under section 40 of the FOIA] at the VMD via [ati@vmd.defra.gsi.gov.uk](mailto:ati@vmd.defra.gsi.gov.uk). 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

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