



## CIVIL NUCLEAR CONSTABULARY

[REDACTED]

Email: [REDACTED]

Our Ref: 2014-159

### The Executive Office

Civil Nuclear Constabulary  
Building F6 Culham Science  
Centre

Abingdon

Oxon

OX14 3DB

Tel: 01235 466428

Website: <https://www.gov.uk/government/organisations/civil-nuclear-constabulary>

Dear [REDACTED]

I am writing in response to your request for information regarding the below received on 23 February 2015. Your request has been handled under Section 1(1) of the Freedom of Information Act 2000. In accordance with Section 1(1)(a) of the Act I hereby confirm that the CNC/CNPA does hold information of the type specified.

**1. Current Fixed Line (Voice Circuits) Provider-**

Telephony is mainly provided by site operators(landlords).  
Culham HQ is provided by a service from CSC Ltd.  
Small numbers of direct lines are provided by BT.

**2. Fixed Line- Contract Renewal Date-**

Annual renewals April each year.

**3. Fixed Line- Contract Duration**

Usually minimum terms of 1 or 2 years depending on business requirement.

**4. Type of Lines**

BT ISDN

BT Analogue

**5. Number of Lines**

BT OneBill billing does not allow us to separate the type of lines.

**Contract 2**

**6. Minutes/Landline Provider**

Information incomplete due to internal calls not reported.

BT reports approx. 53 hours per month but this includes data calls which cannot be separated out at this point.

**7. Minutes/Landline Contract Renewal Date**

April annually

**8. Minutes Landline Monthly Spend**

Approx. £4k

**9. Minute's Landlines Contract Duration:**

Minimum term has passed.

**10. Number of Extensions**

250 at HQ

**Contract 3**

**11. Fixed Broadband Provider**

BT

**12. Fixed Broadband Renewal Date**

Single supplier (BT) but broadband lines have various renewal dates most of which have had their minimum term. Some new lines have been ordered on 12 month contracts.

**13. Fixed Broadband Annual Average Spend**

Approx. £5k pa on BT Business broadband

**14. VOIP/PBX Installation Date of the organisation's primary telephone system**

Unknown but at least 10 years old.

**Contract 4**

**15. WAN Provider**

Approx. £5k pa on BT Business broadband

**16. WAN Contract Renewal Date**

Varies as multiple start dates vary – most contracts renewed in April annually.

**17. Contract Description**

Standard BT WAN services using MPLS

**18. Number of sites:**

Approximately 15 connections

**19. WAN Annual Average Spend**

Approx. £230k pa

**18. Internal Contact:**

Paul Stone, 01235 466591

[paul.stone@cnc.pnn.police.uk](mailto:paul.stone@cnc.pnn.police.uk)

Deputy CIO

**Managed Service Contract**

- Type of Lines Analogue and Digital (Culham HQ only)
- Number of Lines approx. 250
- Minutes Landline Monthly Average Spend approx. £560 +VAT
- Fixed Broadband Average Annual Spend
- WAN Average Annual Spend approx £230k
- Internal Contact:

Paul Stone, 01235 466591, [paul.stone@cnc.police.uk](mailto:paul.stone@cnc.police.uk) Deputy CIO

We take our responsibilities under the Freedom of Information Act seriously but, if you feel your request has not been properly handled or you are otherwise dissatisfied with the outcome of your request, you have the right to complain. We will investigate the matter and endeavour to reply within 3 – 6 weeks. You should write in the first instance to:

Sarah Shevlin  
Disclosures Officer  
CNC  
Culham Science Centre  
Abingdon  
Oxfordshire  
OX14 3DB

E-mail: [FOI@cnc.pnn.police.uk](mailto:FOI@cnc.pnn.police.uk)

If you are still dissatisfied following our internal review, you have the right, under section 50 of the Act, to complain directly to the Information Commissioner. Before considering your complaint, the Information Commissioner would normally expect you to have exhausted the complaints procedures provided by the CNPA.

The Information Commissioner can be contacted at:

FOI Compliance Team (complaints)  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

If you require any further assistance in connection with this request please contact us at our address below:

Sarah Shevlin  
Disclosures Officer  
CNC  
Culham Science Centre  
Abingdon  
Oxfordshire  
OX14 3DB

E-mail: [FOI@cnc.pnn.police.uk](mailto:FOI@cnc.pnn.police.uk)

Yours sincerely

Sarah Shevlin  
Disclosures Officer  
Civil Nuclear Constabulary