



Ministry
of Defence

Ref. FOI2015/03392

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24 April 2015

Dear [REDACTED]

FREEDOM OF INFORMATION REQUEST

Thank you for your email of 26 March 2015 in which you requested the following information:

Who is the provider of the 2,500 standard commercial broadband services? Is there an expiry date?

Who is the internal contact from within the Department?

Can you please send me the contract description and the number of sites for each WAN contract?

This request was sent in response to our reply of 21 July 2014 to your original FOI request of reference 2014 /02975 which requested the following 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

1. **Current Fixed Line (Voice Circuits) Provider-** Supplier's name, if there is not information available please can you provide further insight into why?
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
3. **Fixed Line- Contract Duration-** the number of years the contract is for each supplier.
4. **Type of Lines-** Please can you split the type of lines per each supplier? PSN, Analogue, SIP
5. **Number of Lines-** Please can you split the number of lines per each supplier? SIP trunks, PSN Lines, Analogue Lines

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?
- 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.
- 8. **Minutes Landline Monthly Spend-** Monthly average spend. An estimate or average is acceptable.
- 9. **Minute's Landlines Contract Duration:** the number of years the contract is with the supplier.
- 10. **Number of Extensions-** Please state the number of telephone extensions the organisation currently has. An estimate or average is acceptable.

Contract 3

- 11. **Fixed Broadband Provider-** Supplier's name if there is not information available please can you provide further insight into why?
- 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
- 13. **Fixed Broadband Annual Average Spend-** Annual average spend. An estimate or average is acceptable.
- 14. **VOIP/PBX Installation Date of the organisation's primary telephone system: -** please provide day, month and year (month and year is also acceptable).

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?
- 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
- 17. **WAN Annual Average Spend-** Annual average spend. An estimate or average is acceptable.
- 18. **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 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
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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

- *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."

I am treating your correspondence as a request for information under the Freedom of Information (FOI) Act 2000.

I am writing to confirm that MOD holds information on the subjects you have requested. This information is provided below:

Who is the provider of the 2,500 standard commercial broadband services? Is there an expiry date?

The 2,500 standard commercial broadband services are/were procured outside of the DFTS agreement. They are currently provided by BT. The ordering agreement currently terminates in Q3 2015.

Who is the internal contact from within the Department?

ISS Svc Ops Service Performance

Can you please send me the contract description and the number of sites for each WAN contract?

The WAN Service shall provide an Accredited fully managed network conveying Internet Protocol (IP) data, which is protectively marked within the UK and Overseas. The Service shall offer end-to-end network management, providing Users with an any-to-any capability.

There are 1138 sites with a WAN presence.

If you are not satisfied with this response or you wish to complain about any aspect of the handling of your request, then you should contact me in the first instance. If informal resolution is not possible and you are still dissatisfied then you may apply for an independent internal review by contacting the Information Rights Compliance team, 1st Floor, MOD Main Building, Whitehall, SW1A 2HB (e-mail CIO-FOI-IR@mod.uk). Please note that any request for an internal review must be made within 40 working days of the date on which the attempt to reach informal resolution has come to an end.

If you remain dissatisfied following an internal review, you may take your complaint to the Information Commissioner under the provisions of Section 50 of the Freedom of Information Act. Please note that the Information Commissioner will not investigate your case until the MOD internal review process has been completed. Further details of the role and powers of the Information Commissioner can be found on the Commissioner's website, <http://www.ico.org.uk>.

Yours sincerely,

ISS HQ-MB Secretariat