



**Wales Office**  
**Swyddfa Cymru**



Wales Office  
Gwydyr House  
London, SW1A 2NP

Swyddfa Cymru  
Tŷ Gwydyr  
Llundain, SW1A 2NP

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**W** [www.walesoffice.gov.uk](http://www.walesoffice.gov.uk)

July 2016

**REFERENCE: 16FOI 65**

You requested the following information:-

**I would like to request information under the Freedom of Information Act. The information that I require relates to a specific telecommunications contract.**

**The contract information sent by the organisation previously has now expired please can you provide me with a new update of the telephone maintenance contract:**

**Please can you send me the following contract information with regards to the organisation's telephone system maintenance contract (VOIP or PBX, other) for hardware and Software maintenance and support:**

- 1. Contract Type: Maintenance, Managed, Shared (If so please state orgs)**
- 2. Existing Supplier: If there is more than one supplier please split each contract up individually.**
- 3. Annual Average Spend: The annual average spend for this contract and please provide the average spend over the past 3 years for each provider**
- 4. Number of Users:**
- 5. Hardware Brand: The primary hardware brand of the organisation's telephone system.**
- 6. Application(s) running on PBX/VOIP systems: Applications that run on the actual PBX or VOIP system. E.g. Contact Centre, Communication Manager.**
- 7. Telephone System Type: PBX, VOIP, Lync etc**
- 8. Contract Duration: please include any extension periods.**
- 9. Contract Expiry Date: Please provide me with the day/month/year.**

- 10. Contract Review Date: Please provide me with the day/month/year.**
- 11. Contract Description: Please provide me with a brief description of the overall service provided under this contract.**
- 12. Contact Detail: Of the person from with the organisation responsible for each contract full Contact details including full name, job title, direct contact number and direct email address**

We have handled your request under the Freedom of Information Act 2000.

**A1. The Wales Office has a managed service supplied by Level 3 Communications (UK) Ltd.**

**A2. N/A**

**A3. The annual average spend for this contract in 2013-14, 2014-15 and 2015-16 was £22,541**

**A4. As at 30 June 2016 there are 40 users.**

**A5. Siemens**

**A6. The system is managed, maintained and upgraded by Level 3 Communications (UK) Ltd. We do not have information regarding applications run.**

**A7. Level 3 Communications (UK) Ltd currently provides the Department with a PBX system.**

**A8. Level 3 Communications (UK) Ltd provides services to the Wales Office under a three year agreement.**

**A9. The agreement expires on the 31st December 2018.**

**A10. The agreement will be reviewed on an annual basis.**

**A11. Telephony services.**

**A12. Geth Williams – Deputy Director, Constitution & Corporate Services**

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