

**We were asked:**

Please supply 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.

**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 no 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 spends. 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 their 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 provides that service/support. For example Fixed Lines BT, Virgin Media Business

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.

#### **We replied:**

- A1. Level3 Communications
- A2. 31 December 2016. This is not a rolling contract.
- A3. 5 years.
- A4. Digital
- A5. 84
- A6. All telephony is supplied by Level3 Communications.

- A7. 31 December 2016. This is not a rolling contract.
- A8. £2,123
- A9. 5 years.
- A10. 84
- A11. The Department's broadband is supplied by British Telecomm.
- A12. There is no renewal date on our broadband.
- A13. £553
- A14. We do not have PBX
- A15. Our internet services are supplied through a contract negotiated by the Ministry of Justice.
- A16. As above, this is a Ministry of Justice contract, and the Wales Office holds no details of it.
- A17. As above, this is a Ministry of Justice contract and the Wales Office holds no records.

A18. The personal details you have requested such as phone number and email address constitutes personal information, therefore this information is being withheld under s.40(2) of the FOIA.

We are not obliged, under section 40(2) of the Act, to provide information that is the personal information of another person if releasing it would contravene any of the Data Protection Principles under the Data Protection Act 1998 (DPA) for example, if disclosure would be unfair within the terms of the First Principle.

The terms of this exemption in the Freedom of Information Act mean that we do not have to consider whether or not it would be in the public interest for you to have the information.