



Foreign &  
Commonwealth  
Office

**Knowledge and Technology Directorate**  
Foreign and Commonwealth Office  
King Charles Street  
London SW1A 2AH

Website: <https://www.gov.uk>

29 June 2016

**FREEDOM OF INFORMATION ACT 2000 REQUEST REF: 0554-16**

Thank you for your email of 2<sup>nd</sup> June 2016 asking for information under the Freedom of Information Act (FOIA) 2000. I am writing to confirm that we have now completed the search for the information which you requested.

I can confirm that the Foreign and Commonwealth Office (FCO) does hold information relevant to your 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?*

**Vodafone.**

*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*

**Q1 2018.**

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

**The current contract is a 2 year extension.**

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

**Vodafone provide one type of line: ISDN.**

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

**There are 32 x ISDN 30s.**

*Contract 2*

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

**Vodafone.**

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.

**Q1 2018.**

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

**The FCO has one contract with Vodafone which covers its telephony and WAN services. The total spend for this contract for the recent Financial Year (April 2015 – March 2016) was approximately £20m. This figure is for the majority of the FCO but does not include the costs for those posts that use local suppliers, as this information is not held centrally.**

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

**The current contract is a 2 year extension.**

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

**Approximately 30,000 extensions worldwide.**

*Contract 3*

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

**The FCO does not purchase Broadband in the UK; please see below for WAN costs. Some posts overseas may purchase Broadband from local suppliers, however this information is not held centrally.**

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

**N/A**

13. Fixed Broadband Annual Average Spend- Annual average spend for each broadband provider. An estimate or average is acceptable.

**N/A**

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

**14/01/2011**

*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?

**Vodafone.**

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

**Q1 2018.**

17. Contract Description: Please can you provide me with a brief description of the contract  
**A provision of telephony services for the FCO.**

18. Number of sites: Please state the number of sites the WAN covers. Approx. will do.  
**Approximately 272 sites worldwide.**

19. WAN Annual Average Spend- Annual average spend for each WAN provider. An estimate or average is acceptable.

**The FCO has one contract with Vodafone which covers its telephony and WAN services. The total spend for this contract for the recent Financial Year (April 2015 – March 2016) was approximately £20m. This figure is for the majority of the FCO but does not include the costs for those posts that use local suppliers, as this information is not held centrally.**

18. Internal Contact: please can you send me there full contact details including contact number and email and job title.

**Information withheld under Section 40 of the Freedom of Information Act.**

*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.*

**The FCO does not hold a Managed Services Contract for telephony as charges are a mix of fixed price and transactional.**

Some of the information you have requested, is personal data relating to third parties, the disclosure of which would contravene one of the data protection principles. In such circumstances sections 40(2) and (3) of the Freedom of Information Act apply. In this case, our view is that disclosure would breach the first data protection principle. This states that personal data should be processed fairly and lawfully. It is the fairness aspect of this principle, which, in our view, would be breached by disclosure. In such circumstances, s.40 confers an absolute exemption on disclosure. There is, therefore, no public interest test to apply.

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Yours sincerely,

Knowledge and Technology Directorate



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