

July 2017



REFERENCE: 17FOI 54

You 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**
- 4. Type of Lines- Please can you split the type of lines per each supplier? PTSN, 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 (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 for each broadband provider. 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. Contract Description: Please can you provide me with a brief description of the contract
18. Number of sites: Please state the number of sites the WAN covers. Approx. will do.
19. WAN Annual Average Spend- Annual average spend for each WAN provider. 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 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 have handled your request under the Freedom of Information Act 2000.

Q1. Current Fixed Line (Voice Circuits) Provider

A1. Level 3 Communications (UK) Ltd

Q2. 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.

A2. 31 December 2018

Q3. Fixed line – Contract Duration – the number of years the contract is for each.

A3. The contract is for 3 years.

Q4. Type of Lines.

A4. Digital

Q5. Number of Lines.

A5. 68

Q6. Minutes/Landline provider – supplier’s name (not mobiles)

A6. Please refer to response in A1.

Q7. 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.

A7. Please refer to response in A2.

Q8. Minutes landline monthly spend – monthly average spend. An estimate or average is also acceptable.

A8. £2,110.

Q9. Minutes landlines contract duration: the number of years the contract is with the supplier.

A9. Please refer to response in A3.

Q10. Number of extensions – please state the number of telephone extensions the organisation currently has. An estimate or average is acceptable.

A10. 68

Q11. Fixed Broadband provider – supplier’s name if there is not information available please can you provide further insight into why?

A11. Vodafone and British Telecom (BT).

Q12. 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.

A12. The renewal dates are as follows:

a) Vodafone - May 2020.

b) British Telecom - this is a rolling contract with the renewal date in November 2018.

Q13. Fixed broadband annual average spend – annual average spend for each broadband provider. An estimate of average is also acceptable.

A13. The average annual spend is as follows:

a) Vodafone contract is £4776.

b) BT contract is £311.

Q14. VOIP/PBX installation date of the organisation's primary telephone system: - please provide day, month and year (month and year is also acceptable).

A14. Level 3 Communications provides the department with a VOIP system which was installed in 2016.

Q15. WAN provider – please provide me with the main supplier's if there is not information available please can you provide further insight into why?

A15. The Wales Office's uses internet services supplied through Ministry of Justice contracts, we therefore do not hold this information.

Q16. 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.

A16. Please refer to response in A15

Q17. Contract description: please can you provide me with a brief description of the contract.

A17. Please refer to response in A15.

Q18. Number of sites: please state the number of sites the WAN covers. Approx will do.

A18. Two.

Q19. WAN annual average spend – Annual average spend for each WAN provider. An estimate or average is acceptable.

A19. Please refer to response in A15.

Q18. Internal contact: please can you send me the full contact details including contact number and email and job title.

A18. Geth Williams – Deputy Director, Constitution and Corporate Services

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