



21 November 2016

FREEDOM OF INFORMATION ACT 2000 - REQUEST REF: FOI 1003-16

I am writing in response to your email of 24 October 2016 asking for information under the Freedom of Information Act (FOIA) 2000. You specifically asked:

I want to submit a freedom of information request for the following information relating to Fixed Telecommunications and Internet Services:

I have sent this request before but some of the contract have now expired can you please send me an update.

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

- 1. Minutes/Landline Provider- Supplier's name (NOT Mobiles) if there is not information available please can you provide further insight into why?*
- 2. 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.*
- 3. Minutes Landline Monthly Spend- Monthly average spend. An estimate or average is acceptable.*
- 4. Minute's Landlines Contract Duration: the number of years the contract is with the supplier.*
- 5. Number of Extensions- Please state the number of telephone extensions the organisation currently has. An estimate or average is acceptable.*

Contract 3

- 1. Fixed Broadband Provider- Supplier's name if there is not information available please can you provide further insight into why?*
- 2. 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*
- 3. Fixed Broadband Annual Average Spend- Annual average spend for each broadband provider. An estimate or average is acceptable.*
- 4. 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

1. WAN Provider- please provide me with the main supplier(s) if there is not information available please can you provide further insight into why.
2. 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
3. Contract Description: Please can you provide me with a brief description of the contract
4. Number of sites: Please state the number of sites the WAN covers. Approx. will do.
5. WAN Annual Average Spend- Annual average spend for each WAN provider. An estimate or average is acceptable.
6. 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.

I am writing to confirm that we have now completed the search for the information, which you requested. I can confirm that Wilton Park does hold information relevant to your request.

Please find the information that Wilton Park can release to you.

Contract 1

1. Current Fixed Line (Voice Circuits) Provider - BT
2. Fixed Line Contract Renewal Date - Rolling contract renewal date Q1 2017.
3. Fixed Line Contract Duration - Annual rolling contract.
4. Type of Lines - BT ISDN30 and analogue lines.
5. Number of Lines - ISDN – 15 channels; and 20 analogue lines.

Contract 2

1. Minutes/Landline Provider – Daisy Communications.
2. Minutes/Landline Contract Renewal Date – Not in contract.
3. Minutes Landline Monthly Spend - £378 (FY15-16).
4. Minutes Landlines Contract Duration – since Q3 2010.
5. Number of extensions – 155

Contract 3

1. Fixed Broadband Provider – Talk Talk for Business.
2. Fixed Broadband Renewal Date – Q3 2019.
3. Fixed Broadband Annual Average Spend – estimated £10,000
4. VOIX/PBX Installation Date – pre 2000. Exact date unknown.

Contract 4

WAN - All WAN services are managed internally by our ICT Department.

Internal Contact - Email: admin@wiltonpark.org.uk

We have withheld the full contact details under section 40 of the FOIA. It is our view that disclosure of this information would breach the first data protection principle, which states that personal data should be processed fairly and lawfully. Section 40(2) and (3) of the FOIA therefore apply. It is the fairness aspect of this principle, which we think, would be breached by disclosure in this case. In such circumstances, section 40 confers an absolute exemption on disclosure. We do not therefore have to apply the public interest test.

Once an FOI request is answered, it is considered to be in the public domain. To promote transparency, we may now publish the response and any material released on gov.uk in the [FOI releases](#) section. All personal information in the letter will be removed before publishing.

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Yours sincerely

Senior Information Risk Officer



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