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FREEDOM OF INFORMATION ACT REQUEST

You asked for information on the department's telephony contracts. We have handled your request under the Freedom of Information Act 2000 and our responses to your questions are set out at Annex A.

Annex A

Contract 1

Q1. Current Lines (Analogue, ISDN VOIP, SIP etc) Provider- Please can you provide me with the name of the supplier for the contract.

A1. CenturyLink Communications UK Limited (formerly known as Level 3 Communications Ltd) and BT.

Q2. Fixed Line - Contract Renewal Date - please provide day, month and year (month and year are 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

A2. CenturyLink June 2019

BT June 2019

Q3. Fixed Line - Contract Duration - the number of years the contract is for each provider

A3. CenturyLink: - The agreement was for 3 years and has recently been extended by six months.

BT:- The Office has a minimum two-year agreement, which can be extended as required.

Q4. Type of Lines- Please can you split the type of lines per each supplier? PTSN, Analogue, SIP

A4. CenturyLink – VOIP

BT – PSTN & ISDN

Q5. Number of Lines- Please can you split the number of lines per each supplier? SIP trunks, PSN Lines, Analogue Lines

A5. CenturyLink – 85

BT - 6

Contract 2

Q6. Minutes/Landline Provider- Supplier's name (NOT Mobiles) if there is no information available please can you provide further insight into why?

A6. Please refer to response 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 A2.

Q8. Minutes Landline Monthly Spend- Monthly average spend for each provider. An estimate or average is acceptable.

A8. CenturyLink – the average estimated monthly spend is £3,166.

BT – the average estimated monthly spend is £374.

Q9. Minute's Landlines Contract Duration: the number of years the contract is with the supplier.

A9. Please refer to response A3.

Q10. Number of Extensions- Please state the number of telephone extensions the organisation currently has. An estimate or average is acceptable.

A10. We currently have 85 extensions.