



Department
for Environment
Food & Rural Affairs

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Our ref: FOI2019/02140
20 February 2019

Dear

REQUEST FOR INFORMATION: MOBILE PHONE CONTRACTS

Thank you for your request for information, which was received by Defra on 28 January 2019 about mobile phone contracts in the Animal and Plant Health Agency (APHA). We have handled your request under the Freedom of Information Act 2000 (FOIA).

Please find your questions below in **bold** with our answers.

1. Network Provider(s) - Please provide me with the network provider name e.g. EE, Telefonica, Vodafone, Three

Vodafone and EE

2. Annual Average Spend- Can you please provide me with the average annual spend over the 3 years. If this is a new contract can you please provide the estimated annual spend.

APHA – Vodafone – £65,000
APHA – EE £8,024

3. Number of Connections- Number of connections for each network provider. Please split the connection into the following, Voice Only, Voice and Data and Data. Please provide me with a figure for each one including if the organisation doesn't have any.

	VODAFONE			EE		
	Voice Only	Voice and Data	Data	Voice Only	Voice and Data	Data
APHA	145	869	350	5	50	0

Please note there are further APHA users who consume mobile services as part of our Unified Communications solution. However, the information you have requested is not held by APHA. Vodafone is contracted by APHA to provide these services to other public authorities under the same contract and in this case is unable to separately identify the number of connections or cost for APHA staff and staff of those other authorities.



4. Duration of the contract- please state if the contract also includes contract extensions for each provider.

Vodafone – 2 years
EE – 2 years on a rolling basis

5. Contract Start Date- please can you provide me with the start date of the signed agreement. Please do not provide me with the framework contract date I require the contract dates of the signed agreement.

Vodafone – Quarter 4 2018
EE – This information is not held. The phones on the EE contracts are legacy phones on rolling contracts

6. Contract Expiry Date- please can you provide me with the expiry date of the signed agreement. Please do not provide me with the framework contract date I require the contract dates of the signed agreement. If the contract is rolling please state.

Vodafone – Quarter 4 2020
EE - Rolling

7. Contract Review Date- Please can you provide me with a date on when the organisation plans to review this contract.

Vodafone - Early 2020
EE – Quarter 1 2019

8. The person within the organisation responsible for this particular contract. Can you send me the full contact details Contact Name, Job Title, Contact Number and direct email address for each network provider? If full contact details cannot be provided please send me their actual job title.

John Seglias, Defra Chief Digital and Information Officer
Email: john.seglias@defra.gov.uk

Information disclosed in response to this FOIA request is releasable to the public. In keeping with the spirit and effect of the FOIA and the government's Transparency Agenda, this letter and the information disclosed to you may be placed on [GOV.UK](https://www.gov.uk), together with any related information that will provide a key to its wider context. No information identifying you will be placed on the GOV.UK website.

We attach Annex A, which explains the copyright that applies to the information being released to you.

We also attach Annex B giving contact details should you be unhappy with the service you have received.

If you have any queries about this letter please contact me.

Yours sincerely,

Information Rights Team
InformationRequests@defra.gsi.gov.uk

Annex A

Copyright

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Annex B

Complaints

If you are unhappy with the service you have received in relation to your request you may make a complaint or appeal against our decision under section 17(7) of the FOIA or under regulation 18 of the EIRs, as applicable, within 40 working days of the date of this letter. Please write to _____, Head of Information Rights, Area 4A, Nobel House, 17 Smith Square, London, SW1P 3JR (email: InformationRequests@defra.gsi.gov.uk) and he will arrange for an internal review of your case. Details of Defra's complaints procedure are on our [website](#).

If you are not content with the outcome of the internal review, section 50 of the FOIA and regulation 18 of the EIRs gives you the right to apply directly to the Information Commissioner's Office (ICO) for a decision. Please note that generally the ICO cannot make a decision unless you have first exhausted Defra's own complaints procedure. The ICO can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF