



UK Government Llywodraeth y DU

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

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. Vodafone and British Telecom.

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. Vodafone - Rolling contract from 1 November 2019
British Telecom - June 2020.

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

A3. Vodafone - See answer to A2.
British Telecom - 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. Vodafone - VOIP
British Telecom - PSTN & ISDN

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

- A5.** Vodafone - 19
British Telecom - 3

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. Vodafone - the average monthly spend is £152
British Telecom - the average monthly spend is £165

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

A9. Please refer to response A2.

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

A10. We have 19 extensions.

Contract 3

Q11. Fixed Broadband Provider- Supplier's name if there is not information available please can you provide further insight into why?

A11. British Telecom and Vodafone.

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:
Vodafone May 2020
British Telecom is a minimum two years contract, which can be extended as required.

Q13. Fixed Broadband Annual Average Spend- Annual average spend for each broadband provider. An estimate or average is acceptable.

A13. The average spend is as follows:

Vodafone - £4,776
British Telecom - £311

Contract 4

Q14. WAN Provider- please provide me with the main supplier(s) if there is no information available please can you provide further insight into why?

A14. The Office uses internet services supplied through Ministry of Justice (MoJ) contracts, we therefore do not hold this information.

Q15. WAN 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.

A15. Please refer to response in A14.

Q16. Contract Description: Please can you provide me with a brief description of the contract.

A16. Please refer to response in A14.

Q17. The number of sites: Please state the number of sites the WAN covers. Approx. will do.

A17. Please refer to response in A14.

Q18. WAN Annual Average Spend- Annual average spend for each WAN provider. An estimate or average is acceptable.

A18. Please refer to response in A14.

Q19. Internal Contact: please can you send me full contact details including contact number and email and job title for all the contract above.

A19. Deputy Director, Constitution and Corporate Services

Correspondence@ukgovwales.gov.uk