



The Insolvency
Service

Information Rights Team
The Insolvency Service
Cannon House
18 Priory Queensway
Birmingham
B4 6FD

Tel: 0300 678 0015

foi@insolvency.gov.uk

www.gov.uk/insolvency-service

Our ref: FOI25/26-107

Date: 1 August 2025

Dear [REDACTED]

Re: Freedom of Information Act 2000 (FOIA) Request

Thank you for your email of 22 July 2025 in which you requested from the Insolvency Service (the agency):

"I am writing to request the following information under the Freedom of Information Act 2000 regarding your organisation's mobile phone contract(s).

If your organisation uses more than one provider, please provide a breakdown for each provider individually.

I am aware that similar requests may have been submitted previously, but I would appreciate the most recent and up-to-date information available as of today's date.

1. Network Provider(s)

Please confirm the name(s) of the current mobile network provider(s) (e.g. EE, Vodafone, O2/Telefonica, Three).

2. Annual Average Spend

Please provide the annual average spend for each mobile network provider. If a new contract has been awarded recently, an estimated annual spend is sufficient.

3. Number of Connections

Please provide the total number of mobile connections, broken down by:

- *Voice-only devices*
- *Voice and data devices*
- *Data-only devices*

4. Contract Duration

Please confirm the length of each contract and whether any extension options are included.

5. Contract Start Date

Please provide the actual contract start date(s) for each provider. (Please do not include the framework start date unless it is also the date of the signed agreement.)

6. Contract Expiry Date

Please confirm the expiry date(s) of the current agreement(s). If the contract is rolling, please specify.

7. Contract Review Date

Please indicate when the organisation intends to review or retender the mobile phone contract(s).

8. Responsible Officer

Please provide the name, job title, direct phone number and email address of the individual(s) responsible for managing this contract.

If full contact details cannot be disclosed, the job title will suffice.

If the service was purchased through a procurement framework, please also provide the name of the framework and its reference number.

9. Managed Service Provider (if applicable)

If the mobile phone services are managed via a third-party provider, please confirm the name of the network provider, the number of connections, and the name/job title of the person responsible internally.

10. Aggregation

Is this mobile phone contract part of a wider aggregation exercise with other organisations? If so, please specify.

11. Current Tendering or Future Plans

If the current contract has expired or is operating on a rolling basis, please confirm the organisation's intentions moving forward.

If your organisation is currently out to tender, please provide the anticipated award date and any available details.

12. Recent Contract Award (if applicable)

If this contract was awarded within the past three months, please provide the shortlist of suppliers who submitted bids.

I would be grateful if the information could be provided in a structured format such as Word, Excel or PDF."

Your request has been dealt with under the Freedom of Information Act 2000 (FOIA).

I can confirm the agency holds the information that you have requested, and I have provided answers to your questions below.

1. Network Provider(s)

Please confirm the name(s) of the current mobile network provider(s) (e.g. EE, Vodafone, O2/Telefonica, Three).

The current mobile network provider can be found at the following link:

[Mobile Phones and Airtime - Contracts Finder](#)

The Insolvency Service is not obliged to provide you with a separate copy of information it holds where that information is reasonably accessible to the applicant. As such, the response to questions 1, 2, 4, 5, and 6 is exempt from disclosure under section 21 of the Freedom of Information Act 2000.

2. Annual Average Spend

Please provide the annual average spend for each mobile network provider. If a new contract has been awarded recently, an estimated annual spend is sufficient.

The contract value can be found at the following link:

[Mobile Phones and Airtime - Contracts Finder](#)

3. Number of Connections

Please provide the total number of mobile connections, broken down by:

- **Voice-only devices**
- **Voice and data devices**
- **Data-only devices**

- Voice-only devices – 0
- Voice and data devices – 428
- Data-only devices - 148

4. Contract Duration

Please confirm the length of each contract and whether any extension options are included.

The contract duration can be found at the following link:

[Mobile Phones and Airtime - Contracts Finder](#)

5. Contract Start Date

Please provide the actual contract start date(s) for each provider. (Please do not include the framework start date unless it is also the date of the signed agreement.)

The contract start date can be found at the following link below:

[Mobile Phones and Airtime - Contracts Finder](#)

6. Contract Expiry Date

Please confirm the expiry date(s) of the current agreement(s). If the contract is rolling, please specify.

The contract expiry date can be found at the following link below:

[Mobile Phones and Airtime - Contracts Finder](#)

7. Contract Review Date

Please indicate when the organisation intends to review or retender the mobile phone contract(s).

This has not yet been decided. It will be suitably in advance of the current contract expiry date.

8. Responsible Officer

Please provide the name, job title, direct phone number and email address of the individual(s) responsible for managing this contract.

If full contact details cannot be disclosed, the job title will suffice.

If the service was purchased through a procurement framework, please also provide the name of the framework and its reference number.

I can confirm the agency holds the information that you have requested however, it is exempt from disclosure under section 40(2) of the FOIA, because it constitutes personal data. Personal data can only be released if to do so would not contravene any of the data protection principles set out in Article 5(1) of the UK General Data Protection Regulation. This is an absolute exemption and does not require a public interest test.

The individuals to whom the information relates would not have reasonably expected the information to be released outside of the Insolvency Service. The release of the requested personal information in this instance would be unlawful and therefore in contravention of the lawfulness principle at Article 5(1)(a) of the UK GDPR.

9. Managed Service Provider (if applicable)

If the mobile phone services are managed via a third-party provider, please confirm the name of the network provider, the number of connections, and the name/job title of the person responsible internally.

Not applicable.

10. Aggregation

Is this mobile phone contract part of a wider aggregation exercise with other organisations? If so, please specify.

Not applicable.

11. Current Tendering or Future Plans

If the current contract has expired or is operating on a rolling basis, please confirm the organisation's intentions moving forward.

If your organisation is currently out to tender, please provide the anticipated award date and any available details.

Not applicable.

12. Recent Contract Award (if applicable)

If this contract was awarded within the past three months, please provide the shortlist of suppliers who submitted bids.

Not applicable.

Complaints

If you are not satisfied with the response we have provided to you and would like us to reconsider our decision by way of an internal review (IR), please contact our Information Rights team within 40 working days of this letter at foi@insolvency.gov.uk or by post at:

Information Rights Team
The Insolvency Service
3rd Floor
Cannon House
18 Priory Queensway
Birmingham
B4 6FD
United Kingdom

You also have the right to contact the Information Commissioner's Office (ICO) if you wish for them to investigate any complaint you may have regarding our handling of your request. However, please note that the ICO is likely to expect an IR to have been completed in the first instance.

Yours sincerely

Information Rights Team
The Insolvency Service

agency, please see the full Insolvency Service Personal Information Charter here:

<https://www.gov.uk/government/organisations/insolvency-service/about/personal-information-charter>