

Reference: 571664

Jerin John  
Information Rights Adviser  
[Information.requests@ofcom.org.uk](mailto:Information.requests@ofcom.org.uk)

11 September 2018

**Freedom of Information: Right to know request**

Thank you for your request for information where you asked about Ofcom's mobile and fixed line telephony services.

This was received by Ofcom on 14 August and it has been considered under the Freedom of Information Act 2000 ("the Act").

Please see our responses to your questions below:

Mobile Telephony

*Name of supplier:*

O2.

*Total spend with supplier in a recent 12-month period (all spend, including hardware):*

This information is being withheld as it falls under the exemption in section 43 of the Act. This deals with the exemption of information that would prejudice the commercial interests of a person or company. In applying this exemption, we have had to balance the public interest in withholding the information against the public interest in disclosing the information. The attached Annex to this letter sets out the exemption in full, as well as the factors Ofcom considered when deciding where the public interest lay.

*Of total spend, how much of the spend related to mobile device usages charges including line rent*

This information is withheld as it is exempt under section 43 of the Act. Please see above, including the attached annex setting out the public interest.

*Current number of connections (SIMs)*

517.

*Contract model (co-terminus / term per connection / both):*

Co-terminus.

*Contract end date:*

Q1 2020.

*What procurement route has been used for your mobile contract:*

RM1045 CCS framework agreement.

*Contact details of the key decision maker when the contract is renewed or retendered*

*Name:*

Andrew Curtois.

*Department:*

ICT.

*Job Description:*

Head of Vendor Management

*Telephone:*

020 7981 3000

*Email:*

[Andrew.curtois@ofcom.org.uk](mailto:Andrew.curtois@ofcom.org.uk)

Fixed Line Telephony

*Name of supplier:*

BT.

*Total spend with supplier (on fixed line telephony) in a recent 12-month period:*

This information is withheld as it is exempt under section 43 of the Act. Please see above, including the attached annex setting out the public interest.

*Number of ISDN30 bearers:*

0.

*Number of ISDN30 channels:*

0.

*Number of PSTN lines:*

66.

*Number of SIP trunks:*

0.

*Number of SIP channels:*

0.

*Contract End Date:*

Q2 2019.

*What procurement route has been used for your fixed line contract:*

This contract novated to Ofcom from another managed service contract.

*Contact details of the key decision maker when the contract is renewed or retendered*

*Name:*

*Department:*

*Job Description:*

*Telephone:*

*Email:*

Same as Mobile Telephony. Please see above.

Internal Telephony

*Name of PBX infrastructure maintenance supplier:*

N/A.

*Total spend with supplier (on internal telephony maintenance and hardware) in a recent 12-month period:*

N/A.

*Of total spend, what was the spend on physical kit:*

N/A.

*Of total spend, what was the spend on licences:*

N/A.

*Switch Manufacturer(s) and Model Number(s):*

N/A.

*Number of ports being used:*

N/A.

*Contract End Date for maintenance contract:*

N/A.

*For contracts requiring OJEU or frameworks, what procurement route is currently used:*

N/A.

*Contact details of the key decision maker when the contract is renewed or retendered*

*Name:*

*Department:*

*Job Description:*

*Telephone:*

*Email:*

Same as Mobile Telephony. Please see above.

If you have any queries, then please contact [information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk). Please remember to quote the reference number above in any future communications.

Yours sincerely,

**Jerin John**

If you are unhappy with the response or level of service you have received in relation to your request from Ofcom, you may ask for an internal review. If you ask us for an internal review of our decision, it will be treated as a formal complaint and will be subject to an independent review within Ofcom. We will acknowledge the complaint and inform you of the date by which you might expect to be told the outcome.

The following outcomes are possible:

- the original decision is upheld; or
- the original decision is reversed or modified.

**Timing**

If you wish to exercise your right to an internal review **you should contact us within two months of the date of this letter**. There is no statutory deadline for undertaking internal reviews and it will depend upon the complexity of the case. However, we aim to conclude all such reviews within 20 working days, and up to 40 working days in exceptional cases. We will keep you informed of the progress of any such review. If you wish to request an internal review, you should contact:

Jacqui Gregory  
The Secretary to the Corporation  
Ofcom  
Riverside House  
2a Southwark Bridge Road  
London SE1 9HA

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

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

Annex

<b>Section 43 – where information, if disclosed, would, or would be likely to, prejudice the commercial interests of a company</b>	
<b>Factors for disclosure</b>	<b>Factors for withholding</b>
<ul style="list-style-type: none"><li>• Open policy making and public confidence in regulated activities</li></ul>	<ul style="list-style-type: none"><li>• Specific companies are identifiable and as such their ability to conduct their business activities would be diminished if this data were publicly available at this time. Therefore, commercial interest would be prejudiced.</li></ul>
<b>Reasons why public interest favours withholding information</b>	
<ul style="list-style-type: none"><li>• Ofcom enjoys a positive relationship with its stakeholders and external expertise in order to carry out its work, and is entrusted with commercially sensitive data provided by those companies. The release of this information into the public domain would impair both this relationship and could make it more difficult to procure services in future.</li></ul>	