

Reference: 505766

Jerin John
Information Rights Adviser
Information.requests@ofcom.org.uk

12 January 2018

Freedom of Information: Right to know request

Thank you for your request for information where you asked about Telephony and Network Information.

This was received by Ofcom on 21 December 2017 and it has been considered under the Freedom of Information Act 2000 (the Act).

Please see below our responses to your questions:

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

Our current provider is BT Global Services.

2. Fixed Line- 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. If there is more than one supplier please split the renewal dates up into however many supplier

There are many rolling contracts with end dates throughout the year.

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

There are many rolling contracts with end dates throughout the year.

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

All of our lines are PSTN from BT as the supplier.

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

PSTN lines all with BT.

6. Minutes/Landline Provider- Supplier's name (NOT Mobiles) if there is not information available please can you provide further insight into why?

Our current supplier is BT Global Services.

7. 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.

This contract terminates in April 2018.

8. Minutes Landline Monthly Spend- Monthly average spend. An estimate or average is acceptable.

The information you requested is being withheld as it falls under the exemption in s.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. Annex A to this letter sets out the exemption in full, as well as the factors Ofcom considered when deciding where the public interest lay.

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

The contract between Ofcom and BT commenced in April 2016 and therefore the duration was 2 years.

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

Ofcom currently has 1127 telephone extensions.

11. Fixed Broadband Provider- Please can you provide me with the name of the supplier for the contract.

See Annex B below.

12. 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

See Annex B below.

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

We are unable to provide the spend as this is exempt from disclosure under s.43 of the Act – see under question 8.

14. WAN Provider- please provide me with the main supplier(s) if there is not information available please can you provide further insight into why?

Our main supplier is BT Global Services.

15. WAN 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. If there is more than one supplier please split the renewal dates up into however many suppliers

This contract terminates in April 2018.

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

The contract provides WAN connectivity between Ofcom, its data centres and its nations and regions local sites.

17. Number of sites: Please state the number of sites the WAN covers. Approx. will do

There are 7 Ofcom sites and 2 data centres.

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

We are unable to provide the spend as this is exempt from disclosure under s.43 of the Act – see under question 8.

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

For more information on any of this, please contact Andrew Curtois, Head of Vendor Management, on 0207 981 3180 or e-mail andrew.curtois@ofcom.org.uk.

If you have any queries, then please contact 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:

Steve Gettings
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 A:

Section 43 – where information, if disclosed, would, or would be likely to, prejudice the commercial interests of a company	
Factors for disclosure	Factors for withholding
<ul style="list-style-type: none"> Open policy making and public confidence in regulated activities 	<ul style="list-style-type: none"> 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.
Reasons why public interest favours withholding information	
<ul style="list-style-type: none"> 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. 	

Annex B:

Location	Contract Length	Contract renewal Date	Business Broadband
Belfast	24 months	Oct-18	Rainbow Communications
Birmingham	24 months	Dec-18	Talk Talk
Cardiff	24 months	Apr-19	Virgin Media
Edinburgh	24 months	Dec-19	Virgin Media
London	24 months	Sep-18	Luminet
Warrington	36 months	Dec-19	Spitfire Communications