

Reference: 02107359

Information Requests
information.requests@ofcom.org.uk

27 November 2025

Dear,

Freedom of Information request: Right to know request

Thank you for your request for information concerning Ofcom WAN Services.

We received this request on 12 November 2025 and we have considered your request under the Freedom of Information Act 2000 (“the FOI Act”).

Your request & our response

Some or all of the information previously provided may now be out of date, so I would be grateful if you could provide updated responses to the following questions.

Contract 1 – Wide Area Network (WAN) Services (Including HSCN), WAN Provider(s)

1. Please confirm the main supplier(s) for your WAN services. If this information is not available, please explain why.

Virgin Media Business.

2. Contract Expiry Date. Please provide the expiry date for each WAN contract (DD/MM/YYYY or MM/YYYY acceptable). If rolling, please state the terms.

Quarter 4 2027.

3. Contract Description. Please provide a brief summary of the scope of each WAN contract.

Multi-site managed WAN Service which is IPVPN.

4. Number of Sites Covered. Please indicate the number of sites supported by the WAN. An approximation is acceptable.

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5. Annual Average Spend. What is the annual average spend for WAN services? Please break this down by provider if more than one.

£120,138 including VAT

6. Procurement Route. Please provide details of how each WAN contract was procured. If a framework was used, please include the framework name and reference number.

Crown Commercial Service Framework RM6116 Network Service 3, Lot 1a Inter Site Connectivity (Wider Area Network) / Data Access Services.

7. Internal Contact. Responsible Contact Person(s). Please provide the full contact details for the person(s) responsible for each of the above contracts, including: Full name, Job title, Direct phone number, Email address. If full details cannot be provided, the job title alone is acceptable.

Head of Supplier Management.

Yours sincerely,

Information Requests

Request an internal review

If you are unhappy with the response you have received to your request for information, or think that your request was refused without a reason valid under the law, you may ask for an internal review. If you do, it will be subject to an independent review within Ofcom. We will either uphold the original decision, or reverse or modify it.

If you would like to ask us to carry out an internal review, you should get in touch within two months of the date of this letter. There is no statutory deadline for us to complete our internal review, and the time it takes will depend on the complexity of the request. But we will try to complete the review within 20 working days (or no more than 40 working days in exceptional cases) and keep you informed of our progress. Please email the Information Requests team (information.requests@ofcom.org.uk) to request an internal review.

Taking it further

If you are unhappy with the outcome of our internal review, then you have the right to [complain to the Information Commissioner's Office](#).