

## Response to Request for Information

Reference      FOI 021659  
Date            09 February 2016

### ***Fixed Telecommunications and Internet Services***

**Request:**

I want to submit a freedom of information request for the following information relating to Fixed Telecommunications and Internet Services:

If there is more than one supplier for each of the contract information I am requesting below please can you split each contract individually and not combined. Please also separate the expiry data and spend and number of lines for each supplier. An example of this can be viewed at the bottom of this request.

**Contract 1**

1. **Current Fixed Line (Voice Circuits) Provider-** Supplier's name, if there is not information available please can you provide further insight into why?  
[Virgin Media.](#)
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 suppliers?  
[Rolling contract in process of being reviewed.](#)
3. **Fixed Line- Contract Duration-** the number of years the contract is for each supplier?  
[5 years.](#)
4. **Type of Lines-** Please can you split the type of lines per each supplier? PSN, Analogue, SIP?  
[PSTN – 4500](#)  
[SIP – 180 channels](#)  
[DASS – 120 channels](#)  
[DPNSS – 120 channels](#)  
[DDI – 4200](#)
5. **Number of Lines-** Please can you split the number of lines per each supplier? SIP trunks, PSN Lines, Analogue Lines?  
[As above.](#)

### Contract 2

6. **Minutes/Landline Provider-** Supplier's name (Fixed Voice not Mobiles) if there is not information available please can you provide further insight into why?  
[Virgin Media – same contract as above.](#)
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?  
[As above.](#)
8. **Minutes Landline Monthly Spend-** Monthly average spend. An estimate or average is acceptable?  
[£35,000 approximate.](#)
9. **Minute's Landlines Contract Duration:** the number of years the contract is with the supplier?  
[As above.](#)
10. **Number of Extensions-** Please state the number of telephone extensions the organisation currently has. An estimate or average is acceptable?  
[As above.](#)

### Contract 3

11. **Fixed Broadband Provider-** Supplier's name if there is not information available please can you provide further insight into why?  
[Daisy Communications Ltd.](#)
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?  
[November 2018.](#)
13. **Fixed Broadband Annual Average Spend-** Annual average spend. An estimate or average is acceptable?  
[£11,500 approximate.](#)
14. **VOIP/PBX Installation Date of the organisation's primary telephone system:** - please provide day, month and year (month and year is also acceptable)?  
[Mitel 2002.](#)

### Contract 4

15. **WAN Provider-** please provide me with the main supplier(s) if there is not information available please can you provide further insight into why?  
[West Midlands Public Services Network Framework agreement provided by](#)

Virgin Media.

16. **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?  
[It is a 5 year contract started 29/10/2015.](#)
17. **Contract Description:** Please can you provide me with a brief description of the contract?  
[Point to Point Ethernet Extensions linking Corporate and School Sites.](#)
18. **Number of sites:** Please state the number of sites the WAN covers. Approx will do?  
[132 sites.](#)
19. **WAN Annual Average Spend-** Annual average spend. An estimate or average is acceptable?  
[£216,000 per annum.](#)
18. **Internal Contact:** please can you send me there full contact details including contact number and email and job title?  
[Jai Ghai](#)  
[Jai.ghai@wolverhampton.gov.uk](mailto:Jai.ghai@wolverhampton.gov.uk)

**IMPORTANT**

If there is more than one supplier for some of the types of contracts information please can you split each of the contracts for each supplier that provide that service/support. For example Fixed Lines BT, Virgin Media Business

<b>EXAMPLE</b>	<b>Renewal Date</b>	<b>Contract Duration</b>	<b>Number of Lines</b>
<b>Supplier</b>			
VMB	01/06/2013	1	100
BT	01/09/2013	3	600

If there is more than one contract please can you send me the main contracts?

If your organisation has a managed services contract which includes all or two out of three of the services stated above please state which of these is included with the contract. It would also be for me to if there are any other service support areas that are included within these contracts.

**Managed Service Contract** [n/a](#)