

Freedom of Information/EIR Provide the Information

Centre City Tower, 7 Hill Street, Birmingham B5 4UA
21 Bloomsbury Street, London WC1B 3HF

By email

24 February 2016

Freedom of Information Act –Request For Information

Reference: FoI 28022016



I can confirm that we do hold the information you have requested.

Further to your request for information please see Ofwat's response below the original questions highlighted in blue:

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?

British Telecom

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

22 March 2018

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

5 years

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

ISDN

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

3 ISDN lines

Contract 2

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

British Telecom

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.

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

£4300

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

5 years

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

200

Contract 3

11. Fixed Broadband Provider- Supplier's name if there is not information available please can you provide further insight into why?

British Telecom

Eclipse Internet (Contract 1)

Eclipse Internet (Contract 2)

Vodafone

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

BT 22 March 2018

Eclipse Internet (Contract 1) 7 May 2016

Eclipse Internet (Contract 2) Rolling – Monthly, 30 days' notice

Vodafone 31 December 2016

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

British Telecom £840

Eclipse Internet (Contract 1) £14300

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Eclipse Internet (Contract 2) £8800

Vodafone £34400

14. VOIP/PBX Installation Date of the organisation's primary telephone system: - please provide day, month and year (month and year is also acceptable).

30 September 2009

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?

SwitchComms Ltd

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

Rolling – Monthly, 30 days' notice

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

Communications link between Birmingham and London Office

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

2 sites

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

£21500

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18. Internal Contact: please can you send me there full contact details including contact number and email and job title.

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.

John Baynham

Senior Associate – Operations

0121 644 7611

John.baynham@ofwat.gsi.gov.uk

Managed Service Contract

None

- Number of Extensions
- Type of Lines
- Number of Lines
- Minutes Landline Monthly Average Spend
- Fixed Broadband Average Annual Spend
- WAN Average Annual Spend
- Internal Contact: please can you send me there full contact details including contact number and email and job title.-

If you have any queries or concerns with regard to the content of this email please do contact me, quoting the reference number.

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If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of the decision, please contact:

Programme Office
Ofwat
Centre City Tower
7 Hill Street
Birmingham B5 4UA
mailbox@ofwat.gsi.gov.uk

If you are not happy with the outcome of that review you can ask the Information Commissioner's Office to consider your complaint. Generally, the ICO will not make a decision unless you have exhausted Ofwat's complaints procedure. The ICO can be contacted at:

<https://ico.org.uk/>

or

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow

Yours sincerely,

Christine Manise
Senior Associate, Freedom of Information
Operations
Ofwat
Centre City Tower
7 Hill Street
Birmingham B5 4UA