

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

By email

15 January 2018

Freedom of Information Act (FOIA) 2000 - Request For Information

Reference: FOI 201712115

Dear 

Thank you for your request for information concerning telephony and networks.

Ofwat confirms it does hold the information and the responses to your questions are as below.

Contract 1

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

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 supplier

22 March 2018

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? PTSN, Analogue, SIP

ISDN

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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 there 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.

3

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

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

220

Contract 3

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

British Telecom

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KCOM (Contract 1)

KCOM (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

British Telecom 22 March 2018

KCOM (Contract 1) Rolling – Monthly 30 days' notice

KCOM (Contract 2) Rolling – Monthly 30 days' notice

Vodafone 31 March 2019

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

British Telecom £850

KCOM (Contract 1) £33960

KCOM (Contract 2) £8800

Vodafone £46200

Contract 4

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?

Switch Communications

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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

Rolling – monthly, 30 days' notice

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

Communications link between Birmingham and London offices

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

2 sites

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

£21500

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.

John Baynham

Senior Associate – Operations

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

or

The Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow

Yours sincerely,

Christine Manise

Senior Associate

Programme and Project Management

Tel: 0121 644 7664

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