



University of East Anglia

Information Services Directorate

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[REDACTED]

01 February 2016

Dear [REDACTED]

Freedom of Information Act 2000 – Information request (ref: FOI_16-009)

We have now considered your request of 12 January 2016 for information relating to fixed telecommunications and internet services. Our response is on pages 2-4 of this letter, together with a copy of your request, and we hope this will meet your requirements.

It is not possible, however, to provide all the requested information. In line with your rights under section 1(1)(a) of the Act to be informed whether information is held, we confirm that the University does not hold any recorded information giving the average annual spend for fixed broadband services because this expenditure is included within our Joint Information Systems Committee (Jisc) subscription for the JANET national infrastructure linking Higher Education and Further Education sites and is not separated out.

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You have the right of appeal against this response. If you wish to appeal, please set out in writing your reasons for appealing and send to the above address. You must appeal within 60 calendar days of the date of this letter. Any appeal received after that date will not be considered nor acknowledged. This policy has been reviewed and approved by the Information Commissioner's Office.

You also have a subsequent right of appeal to the Information Commissioner's Office. Further information is available on their website:

https://ico.org.uk/Global/contact_us, or by telephone on 0303 123 1113.

Please quote our reference given at the head of this letter in all correspondence.

Yours sincerely

Dave Palmer
Information Policy and Compliance Manager
University of East Anglia

Response to Freedom of Information Act 2000 request (FOI_16-009)

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

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 Business

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*

Contract was awarded to Gamma at the end of last year and we are currently migrating between providers. The contract with Gamma runs to November 2018.

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

Three years

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

Virgin Media provide 6 x ISDN30s. Gamma are providing active/passive SIP trunks.

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

Virgin Media provide 180 channels. Gamma are providing 90+90 channels (active/passive).

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?*

As above – see response to question 1.

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 – see response to question 2.

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

The current spend with Virgin Media is approximately £80,000.00 per annum, or £6,666.00 per month. Pricing from Gamma is not yet available since it has not been implemented.

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

As above – see response to question 3.

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

4,000.

Contract 3

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

Internet connection is via Jisc-funded JANET national infrastructure.

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*

Not applicable. There is no renewal as fixed broadband is provided via public sector national network linking Higher Education and Further Education sites.

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

[Information not held, s.1(1)(a), Freedom of Information Act]

This information is not held by for the reasons noted in the above letter.

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

August 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?*

Virgin Media Business.

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*

November 2017.

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

The contract is for a combination of MPLS and point-to-point data links.

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

Five.

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

Average annual spend is approximately £47,000.00 per annum.

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

Pete Andrews, Head of Networking
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p.andrews@uea.ac.uk

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.

Not applicable – there are no managed services contracts for the above services.

Managed Service Contract

- *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.*

Not applicable – there are no managed services contracts for the above services.