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[REDACTED]

14 April 2015

Dear [REDACTED]

Freedom of Information Act 2000 – Information request (ref: FOI_15-075)

We have now considered your request of 08 April 2015 for information relating to fixed telecommunications and internet services at UEA. Our response is on page 2 of this letter, together with a copy of your request, and we hope this will meet your requirements.

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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

Ellen Paterson
Information Policy and Compliance Manager
University of East Anglia

Response to Freedom of Information Act 2000 request (FOI_15-075)

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*

The current contract is rolling and ended as of April 2014. The contract is currently out to tender with local PBX support.

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

Contract was offered on 3 + 1 + 1 basis. Current tender offered from Nov 2015 for 3 years.

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

ISDN30.

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

6 x 30 channel ISDNs.

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?*

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 is approximately £80,000.00 per annum, or £6,666.00 per month.

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. An estimate or average is acceptable.*

Average annual spend is approximately £60,000.00 per annum and is part of our Jisc subscription.

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.*

Six.

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

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

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

Pete Andrews, Head of Networking
01603 593804
p.andrews@uea.ac.uk

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

Not applicable.

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

Not applicable.

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.