

The Library  
University of East Anglia  
Norwich Research Park  
Norwich NR4 7TJ  
United Kingdom

Email: [foi@uea.ac.uk](mailto:foi@uea.ac.uk)  
Tel: +44 (0) 1603 593 523  
Fax: +44 (0) 1603 591 010  
Web: <http://www.uea.ac.uk>

[REDACTED]  
  
01 June 2015

Dear [REDACTED]

**Freedom of Information Act 2000 – Information request (ref: FOI\_15-085)**

We have now considered your request of 30 April 2015 regarding the University of East Anglia's contracts for the provision of call centre services and inbound network services. Our response is provided, as per your request, within the attached Excel spreadsheet which you provided us, and entitled 'Appendix A\_Data file\_FOI\_15-085.xlsx'. We hope this response will meet your requirements.

It is not, however, possible 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 some of the requested information. Specifically, we do not hold the average annual spend over the last 3 years on our call centre services. This is due to the fact that the firm providing such services provides a variety of other services to UEA and the invoice for such services does not distinguish separately the amount attributable specifically to the provision of call centre services.

Please note that any material over which UEA has copyright is released on the understanding that you will comply with all relevant copyright rules regarding reproduction and/or transmission of the information provided.

You have the right of appeal against this response to your request for information. If you wish to appeal, please set out in writing your reasons for appealing and send to the above address.

You must appeal our response 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 whose [contact details](#)<sup>1</sup> can be found on their website.

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

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<sup>1</sup> [https://ico.org.uk/Global/contact\\_us](https://ico.org.uk/Global/contact_us)

Yours sincerely

David Palmer  
Information Policy and Compliance Manager  
University of East Anglia