

Reference: 1419342

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24 March 2022

## Freedom of Information: Right to know request

Thank you for your request for information about Ofcom's telecoms and networks.

We received this request on 11 February 2022 and have considered it under the Freedom of Information Act 2000 ("the Act").

### Your request and our response

Please see our response to each of your questions below.

*I would like to submit a new FOI request. All or some of the information provided previously has expired, I require an update on the questions below. See my request below:*

*Contract 1 - Telephony/Voice Services (Analogue, ISDN VOIP, SIP etc)*

*1. Telephony/Voice Services Provider- Please can you provide me with the name of the supplier for each contract.*

Our current provider is Daisy Corporate Services Trading Limited.

*2. Telephony/Voice Services - Contract Renewal Date- please provide day, month and year (month and year are 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.*

Initial contract renewal date is quarter 3 2024.

*3. Telephony/Voice Services - Contract Duration- the number of years the contract is for each provider, please also include any contract extensions.*

The contract was let for 4 +2+2 years.

*4. Telephony/Voice Services - Type of Lines - Please can you split the type of lines per each supplier? PSTN, Analogue, SIP, ISDN, VOIP.*

All are VOIP.

*5. Telephony/Voice Services Number of Lines / Channels / SIP Trunks- Please can you split the number of lines per each supplier? SIP trunks/connections, PSTN, Analogue, ISDN.*

All are VOIP.

*Contract 2 - Incoming and Outgoing of call services.*

*6. Minutes/Landline Provider- Supplier's name (NOT Mobiles) if there is no information available, please can you provide further insight into why?*

Our current provider is Daisy Corporate Services Trading Limited.

*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.*

Initial contract renewal date is quarter 3 2024.

*8. Minutes Landline Monthly Spend- Monthly average spend on calls for each provider. An estimate or average is acceptable. If SIP services, please provide me with the cost of services per month.*

The information you requested is being withheld as it falls under the exemption in section 43(2) of the Act. This deals with the exemption of information that would prejudice the commercial interests of a person or company. In applying this exemption, we have had to balance the public interest in withholding the information against the public interest in disclosing the information. Annex A to this letter sets out the exemption in full, as well as the factors Ofcom considered when deciding where the public interest lay.

*9. Minute's Landlines Contract Duration- the number of years the contract is for each provider, please also include any contract extensions.*

The contract was let for 4 +2+2 years.

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

We currently have 1300 telephone extensions.

*Contract 3 - The organisation's broadband provider.*

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

See Annex B below.

*12. 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*

See Annex B below.

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

We are unable to provide the annual average spend for each broadband supplier as this is exempt from disclosure under section 43(2) of the Act – please see our response under question 8.

*Contract 4 - Contracts relating to Wide Area Network [WAN] services, this could also include HSCN network services.*

*14. WAN Provider- please provide me with the main supplier(s) if there is no information available, please can you provide further insight into why?*

Virgin Media Business.

*15. WAN Contract Renewal Date- please provide day, month, and year (month and year are 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 contract renews in quarter 2 2022.

*16. Contract Description: Please can you provide me with a brief description for each contract Crown Commercial Service Network Services Agreement for WAN Connectivity at all Ofcom premises and data centre(s).*

We are unable to provide the contract for WAN connectivity as this is exempt from disclosure under section 43(2) of the Act – please see our response under question 8.

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

The WAN covers 9 sites.

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

We are unable to provide the annual average spend for each WAN provider as this is exempt from disclosure under section 43(2) of the Act – please see our response under question 8.

*19. For each WAN contract can you please provide me with information on how this was procured, especially around those procurement that used frameworks, please provide me with the framework reference.*

Crown Commercial Service Network Service Agreement Framework RM1045.

*20. Internal Contact: please can you send me their full contact details including contact number and email and job title for all the contracts above.*

[Procurement@ofcom.org.uk](mailto:Procurement@ofcom.org.uk)

I hope this information is helpful. If you have any further queries, then please send them to [information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk) quoting the reference number above in any future communications.

Yours sincerely,

Gloria Akinyemi

**Annex A**

<b>Section 43(2) – where information, if disclosed, would, or would be likely to, prejudice the commercial interests of a company</b>	
<b>Factors for disclosure</b>	<b>Factors for withholding</b>
<ul style="list-style-type: none"> <li>• Enabling the public to gain a better understanding of the commercial relationships between Ofcom and its suppliers and the nature of the services provided, and thereby increasing public confidence in Ofcom’s work.</li> <li>• Generally, there is a public interest in transparency of expenditure, especially if large sums of public money are involved.</li> </ul>	<ul style="list-style-type: none"> <li>• Ofcom contracts with a number of companies and has a financial relationship with them. Companies need to be confident that information relating to their business, such as information about them as an organisation or relating to their products or services, will not be disclosed if it would, or would be likely to, prejudice their commercial interests.</li> <li>• The average spend is not significant that it warrants disclosure.</li> <li>• Ofcom continues to negotiate and require contracts like those related to this request. To release the cost would put Ofcom in a detrimental position for future contract negotiations and would undermine its bargaining position with potential suppliers. In addition, to release the amount Ofcom pays for a service could prejudice the commercial interests of the supplier – in that it would provide details of the supplier’s commercial relationships to its competitors or potential contractors.</li> </ul>
<b>Reasons why public interest favours withholding information</b>	

- Ofcom enjoys a positive relationship with those companies it contracts with. The release of information which would, or would be likely to, prejudice commercial interests into the public domain would impair both Ofcom's relationship with providers of services, and adversely affect its commercial relationships with other contractors. If contractors could not be confident that such information provided by them to Ofcom would be withheld from disclosure, except in compelling circumstances, commercial activity may be impeded. Similarly, Ofcom's bargaining position, and therefore ability to obtain value for money in services it contracts for, may be undermined in future negotiations if full details about the cost of these services were disclosed. These considerations go against the public interest in disclosing.
- The weight attached to the public interest in disclosing is fairly limited, in comparison to the weight attached to avoiding the prejudice which would be caused by disclosure, in view of the limited expenditure/contract value and the limited contribution that the information would make to enabling the public to understanding how Ofcom performs its functions in this context.

**Annex B**

<b>Location</b>	<b>Contract Length</b>	<b>Contract Renewal Date</b>	<b>Business Broadband</b>
Birmingham	Rolling	N/A	Talk Talk
Warrington	36	Q4 2023	Spitfire Communications
London	Rolling	N/A	Sky
Various Locations (Monitoring)	Rolling	N/A	BT

If you are unhappy with the response you have received in relation to your request for information and/or consider that your request was refused without a reason valid under the law you may ask for an internal review. If you ask us for an internal review of our decision, it will be subject to an independent review within Ofcom.

The following outcomes are possible:

- the original decision is upheld; or
- the original decision is reversed or modified.

#### **Timing**

If you wish to exercise your right to an internal review **you should contact us within two months of the date of this letter**. There is no statutory deadline for responding to internal reviews and it will depend upon the complexity of the case. However, we aim to conclude all such reviews within 20 working days, and up to 40 working days in exceptional cases. We will keep you informed of the progress of any such review. If you wish to request an internal review, you should contact [information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk).

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. Further information about this, and the internal review process can be found on the Information Commissioner's Office [here](#).

Alternatively, the Information Commissioner can be contacted at:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF