

Reference: 01773443

Information Requests  
[information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk)

23 February 2024

## Freedom of Information request: Right to know request

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

We received this request on 2 February 2024 and we have considered your request under the Freedom of Information Act 2000 ("the FOI Act").

### Your request & our response

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*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, Cloud)*

*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 Spend – Please can you provide me with the annual spend*

The information you requested is being withheld as it falls under the exemption in section 43(2) of the FOI 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.

*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 of 2024.

*4. 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.

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

All are VOIP.

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

Our contract is with Daisy Corporate Services Trading Limited, so we do not hold split per provider. It is a cloud-based system.

*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 of 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.*

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

*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 expiry / 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 expiry 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 use a number of suppliers, as shown in Annex B.

The average annual spend is approximately £50,000 including VAT. This is for all supplies of broadband connections. We are unable to provide the annual average spend on broadband separately for each provider as this is exempt from disclosure under section 43(2) of the Act – please see our response under question 2.

*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 expiry 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 expiry dates up into however many suppliers*

November 2025.

*16. Contract Description: Please can you provide me with a brief description for each contract*

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 2.

*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 as this is exempt from disclosure under section 43(2) of the Act – please see our response under question 2.

*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

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,

## Information Requests

### Request an internal review

If you are unhappy with the response you have received to your request for information, or think that your request was refused without a reason valid under the law, you may ask for an internal review. If you do, it will be subject to an independent review within Ofcom. We will either uphold the original decision, or reverse or modify it.

If you would like to ask us to carry out an internal review, you should get in touch within two months of the date of this letter. There is no statutory deadline for us to complete our internal review, and the time it takes will depend on the complexity of the request. But we will try to complete the review within 20 working days (or no more than 40 working days in exceptional cases) and keep you informed of our progress.

Please email the Information Requests team ([information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk)) to request an internal review.

### Taking it further

If you are unhappy with the outcome of our internal review, then you have the right to [complain to the Information Commissioner's Office](#)

Annex A

Section 43(2) – where information, if disclosed, would, or would be likely to, prejudice the commercial interests of a company	
Factors for disclosure	Factors for withholding
<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> <li>The contracts in question are up for renewal within the near future so disclosing these figures this close to the renewal date may be detrimental to our contract negotiation.</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	12 months	Quarter 4 2024	Spitfire Communications
London	Rolling	N/A	Sky
Various Locations (Monitoring)	Rolling	N/A	BT