

This matter is being dealt with by:

Name Jilly Walden

Reference: NCC-033011-18

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**Nottinghamshire
County Council**

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6th September 2018

**Request for Information: Ref NCC-033011-18
Telephony and networks services**

Thank you for your request for information relating to telephony and networks services. I can now let you have the following information in response to the questions you raised.

Contract 1

- 1. Current Lines (Analogue, ISDN VOIP, SIP etc) Provider- Please can you provide me with the name of the supplier for the contract.** Virgin Media Business (VMB lines), Daisy (BT Lines)
- 2. Fixed Line- 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.** VMB 31/10/2019 option to extend 2 years, Daisy 30/09/2020 option to extend 2 years
- 3. Fixed Line- Contract Duration- the number of years the contract is for each provider.** Both 3 + 2
- 4. Type of Lines- Please can you split the type of lines per each supplier? PTSN, Analogue, SIP.** VMB – SIP Daisy – ISDN and analogue
- 5. Number of Lines- Please can you split the number of lines per each supplier? SIP trunks, PSN Lines, Analogue Lines.** NCC are engaged in a decommissioning process with respect to its legacy telephony infrastructure- as a consequence the requested information is not available at this time.

Contract 2

- 6. Minutes/Landline Provider- Supplier's name (NOT Mobiles) if there is no information available please can you provide further insight into why?** VirginMedia Business (VMB lines), Daisy (BT Lines)
- 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.** VMB 31/10/2019 option to extend 2 years, Daisy 30/09/2020 option to extend 2 years.

8. **Minutes Landline Monthly Spend- Monthly average spend for each provider. An estimate or average is acceptable.** Estimated figures, not all lines come under ICT's remit:

| | |
|-----------|--------|
| Virgin | |
| Analogue | £1,513 |
| SIP calls | £3767 |
| BT | £12 |

9. **Minute's Landlines Contract Duration: the number of years the contract is with the supplier.** Both 3 + 2
10. **Number of Extensions- Please state the number of telephone extensions the organisation currently has. An estimate or average is acceptable.** 5874 voice enabled users.

Contract 3

11. **Fixed Broadband Provider- Please can you provide me with the name of the supplier for the contract?** VirginMedia Business
12. **Fixed Broadband 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.** November 2020
13. **Fixed Broadband Annual Average Spend- Annual average spend for each broadband provider. An estimate or average is acceptable.** This is included in the WAN contract as it is a single service

Contract 4

14. **WAN Provider- please provide me with the supplier for each contract if there is no information available please can you provide further insight into why?** VirginMedia 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 provide me with the renewal date for each supplier.** November 2020
16. **Contract Description: Please can you provide me with a brief description of each contract.** Managed service for WAN
17. **The number of sites: Please state the number of sites the WAN covers for each contract. Approx. will do.** 418 in 2017/18
18. **WAN Annual Average Spend- Annual average spend for each WAN provider. An estimate or average is acceptable.** £985,704.
19. **If the above WAN contract is not in relation to N3/HSCN can you please provide me with details on when the Trust is planning to migrate to the HSCN contract?**
Nottinghamshire County are not a trust so HSCN/ N3 is not relevant.

20. Internal Contact: please can you send me there full contact details including contact number and email and job title for all the contract above. Lorraine Dennis, Category manager, 0115 9772248, Lorraine.dennis@nottscc.gov.uk.

We hope this now satisfies your request, and should you have any further enquiries please do not hesitate to contact me directly using the contact details below. In addition and for future reference Nottinghamshire County Council regularly publish previous Freedom of Information Requests and answers on our website, under Disclosure logs, available at the following link:

<http://site.nottinghamshire.gov.uk/thecouncil/democracy/freedom-of-information/disclosure-log/>

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to the Team Manager, Complaints and Information Team, County Hall, West Bridgford, Nottingham, NG2 7QP or email complaints@nottscc.gov.uk.

Yours sincerely

Name Jilly Walden
Position Complaints information and Mediation Officer
Nottinghamshire County Council