

8 July 2014
FOIA reference: F0001986

Dear XXXX

I am writing in respect of your recent request of 1 July 2014, for the release of information held by the Civil Aviation Authority (CAA).

Your request:

“Fixed Telephony, Broadband and WAN Contract Information

If there is more than one supplier for each of the contract information I am requesting below please can you split each contract individually and not combined. Please also separate the expiry data and spend and number of lines for each supplier. An example of this can be viewed at the bottom of this request.

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?*
- 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*
- 3. Fixed Line- Contract Duration-** *the number of years the contract is for each supplier.*
- 4. Type of Lines-** *Please can you split the type of lines per each supplier? PSN, Analogue, SIP*
- 5. Number of Lines-** *Please can you split the number of lines per each supplier? SIP trunks, PSN Lines, Analogue Lines*

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?

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.

8. **Minutes Landline Monthly Spend-** Monthly average spend. An estimate or average is acceptable.

9. **Minute's Landlines Contract Duration:** the number of years the contract is with the supplier.

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

Contract 3

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

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

13. **Fixed Broadband Annual Average Spend-** Annual average spend. An estimate or average is acceptable.

14. **VOIP/PBX Installation Date of the organisation's primary telephone system:** - please provide day, month and year (month and year is also acceptable).

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?

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

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

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

IMPORTANT

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

EXAMPLE:

Supplier	Renewal Date	Contract Duration	Number of Lines
VMB	01/06/2013	1	100
BT	01/09/2013	3	600

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

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.

Managed Service Contract

- *Number of Extensions*
- *Type of Lines*
- *Number of Lines*
- *Minutes Landline Monthly Average Spend*
- *Fixed Broadband Average Annual Spend*
- *WAN Average Annual Spend*
- *Internal Contact: please can you send me there full contact details including contact number and email and job title.*

If there is more than one supplier for each contract please can you separate the contract dates and spend for each supplier. Also if no information can be provided for each of the key data types please explain why there is no information”.

Our response:

Having considered your request in line with the provisions of the Freedom of Information Act 2000 (FOIA), we are pleased to be able to provide the information below.

1. BT and Vodafone.
2. 01/04/2015 – Rolling contracts for both BT and Vodafone.
3. Rolling contracts for both BT and Vodafone.
4. - BT – ISDN30 x 2, 9 x PSTN
- Vodafone – Q931 x 144.
5. - BT – 69
- Vodafone – 144.
6. BT and Vodafone
7. Rolling contract 01/04/2015.
8. £8,000.
9. Rolling contract.
10. 1,700.
11. BT and ZenAdsl.
12. Both BT and ZenADSL on a rolling contract – 01/04/2015.
13. £3,200.
14. 01/03/2000.
15. Level 3.
16. Oct 2014.
17. £171,000.
18. Steve Lay, Telecoms & Environment Manager, Tel: 01293 573442
Email: steve.lay@caa.co.uk

Supplier	Renewal Date	Contract Duration	Service
BT	01/04/2015	Ongoing	ADSL
ZenADSL	01/04/2015	Ongoing	ADSL

Supplier	Renewal Date	Contract Duration	Number of Lines
BT	01/04/2015	Ongoing	69
Vodafone	01/04/2015	Ongoing	144
Level 3	Oct 2014	3 years	WAN

Managed Service Contract

- Contract Title: WAN.
- Supplier's Name: Level 3.
- Services Included: DIA & IPVPN.
- Total Contract Value: £171,000.
- Duration: 3 years.
- Expiry Date- Oct 2014.
- Review Date- July 2014.
- Internal Contact: Steve Lay. Telecoms & Environment Manager. Tel: 01293 573442
Email: steve.lay@caa.co.uk

If you are not satisfied with how we have dealt with your request in the first instance you should approach the CAA in writing at:-

Mark Stevens
External Response Manager
Civil Aviation Authority
Aviation House
Gatwick Airport South
West Sussex
RH6 0YR

mark.stevens@caa.co.uk

The CAA has a formal internal review process for dealing with appeals or complaints in connection with Freedom of Information requests. The key steps in this process are set in the attachment.

Should you remain dissatisfied with the outcome you have a right under Section 50 of the Freedom of Information Act to appeal against the decision by contacting the Information Commissioner at:-

Information Commissioner's Office
FOI/EIR Complaints Resolution
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
www.ico.gov.uk/complaints.aspx

Should you wish to make further Freedom of Information requests, please use the e-form at <http://www.caa.co.uk/foi>.

Yours sincerely

Rick Chatfield
Information Rights and Enquiries Officer

CAA INTERNAL REVIEW & COMPLAINTS PROCEDURE

- The original case to which the appeal or complaint relates is identified and the case file is made available;
- The appeal or complaint is allocated to an Appeal Manager, the appeal is acknowledged and the details of the Appeal Manager are provided to the applicant;
- The Appeal Manager reviews the case to understand the nature of the appeal or complaint, reviews the actions and decisions taken in connection with the original case and takes account of any new information that may have been received. This will typically require contact with those persons involved in the original case and consultation with the CAA Legal Department;
- The Appeal Manager concludes the review and, after consultation with those involved with the case, and with the CAA Legal Department, agrees on the course of action to be taken;
- The Appeal Manager prepares the necessary response and collates any information to be provided to the applicant;
- The response and any necessary information is sent to the applicant, together with information about further rights of appeal to the Information Commissioners Office, including full contact details.