

20 January 2016
Reference: F0002627

Dear XXXX

I am writing in respect of your recent request of 12 January 2016, for the release of information held by the Civil Aviation Authority (CAA).

Your request:

'I want to submit a freedom of information request for the following information relating to Fixed Telecommunications and Internet Services:

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.'

Our response:

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

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?

BT & Vodafone

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

Rolling contract 01/04/2016

3. **Fixed Line- Contract Duration-** the number of years the contract is for each supplier.

BT 27 years
Vodafone 24 years

Civil Aviation Authority

Aviation House Gatwick Airport South Gatwick RH6 0YR. www.caa.co.uk

Telephone: 01293 768512. foi.requests@caa.co.uk

4. **Type of Lines-** Please can you split the type of lines per each supplier? PSN, Analogue, SIP

BT ISDN30
Vodafone Q931e channels

5. **Number of Lines-** Please can you split the number of lines per each supplier? SIP trunks, PSN Lines, Analogue Lines

BT ISDN30 70 Channels
Vodafone Q931e 160 Channels

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?

BT & Vodafone

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.

Rolling contract 01/04/2016

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

Monthly average spend £6k

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

BT 27 years
Vodafone 24 years

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

1,500

Contract 3

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

BT & ZenADSL

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

All rolling contracts
BT
26/05/2016, 01/08/2016, 06/09/2016, 27/11/2016
ZenADSL
03/04/2016, 11/05/2016, 23/07/2016

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

BT	£2,490
ZenADSL	£1,550

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

PABX installation 01/03/2000

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?

Level 3

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

01/04/2018

17. **Contract Description:** Please can you provide me with a brief description of the contract

The provision of IPVPN and DIA services across CAA's UK locations, plus connectivity to Microsoft Azure

18. **Number of sites:** Please state the number of sites the WAN covers. Approx will do.

10 sites

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

£140K

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

Steve Lay, Telecoms & Environment Project Manager, 01293 573442
steve.lay@caa.co.uk

Managed Service Contract

Number of Extensions		N/A
Type of Lines	N/A	
Number of Lines		N/A
Minutes Landline Monthly Average Spend		N/A
Fixed Broadband Average Annual Spend		N/A
WAN Average Annual Spend		£140K

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

Steve Lay, Telecoms & Environment Project Manager, 01293 573442
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:-

Caroline Chalk
Head of External Information Services
Civil Aviation Authority
Aviation House
Gatwick Airport South
Gatwick
RH6 0YR

caroline.chalk@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 FOIA to appeal against the decision by contacting the Information Commissioner at:-

Information Commissioner's Office
FOI/EIR Complaints Resolution
Wycliffe House
Water Lane
Wilmslow
SK9 5AF

<https://ico.org.uk/concerns/>

If you wish to request further information from the CAA, please use the form on the CAA website at <http://publicapps.caa.co.uk/modalapplication.aspx?appid=24>.

Yours sincerely

A handwritten signature in black ink, appearing to read 'R Stephen', is written over a light grey rectangular background.

Rihanne Stephen
Information Rights 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.