

[REDACTED]  
[REDACTED]

17 November 2016  
Reference: F0002961

Dear [REDACTED]

I am writing in respect of your recent request of 20 October 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:*

*I have sent this request before but some of the contract have now expired can you please send me an update.*

*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 & Level 3

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 BT & Vodafone	01/04/2017
Level3	01/09/2017

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

BT	28 years
Vodafone	25 years
Level3	1 year

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

BT	ISDN30
Vodafone	Q931e channels
Level3	SIP

**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
Level3	SIP	60 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 & Level3

**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	01/04/2017
Level3	01/09/2017

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

Monthly average spend      £6.3k

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

BT	27 years
Vodafone	24 years
Level3	2 months

**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: 01/08/2017, 06/09/2017,

ZenADSL: 11/05/2017, 23/07/2017

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

BT £1,250

ZenADSL £1,150

**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 & Proact DRaaS

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

11 sites

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

£150K

**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

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** N/A
- **Type of Lines** SIP
- **Number of Lines** 60
- **Minutes Landline Monthly Average Spend** N/A at present
- **Fixed Broadband Average Annual Spend** N/A
- **WAN Average Annual Spend** £150K
- **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](mailto: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



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.