16 November 2012

Dear

Further to your information request (FOI64464) please find your questions and our responses below:

1. Mobile communication provider: **Vodafone**

2. Please detail the number of handsets in use by your organisation, funded by the organisation for staff use: **431 Blackberry phones; 100 Nokia phones**.

3. What brand of handsets are in use: **Blackberry smartphones and Nokia phones**

4. The mobile contract:
   a. Please provide the annual cost for mobile communications years-2009 - 2010 **Information not held**; 2010-2011 **£120,897**; 2011-2012 **£129,096**
   b. Is there a cost for the handsets? **No standard price**
   c. When does the current contract for mobile phones expire? **Each new handset begins a new 2 year contract.**
   d. What happens to handsets at the end of the contract? **The user department retain the device.**
   e. If Handsets are recycled: **Not normally recycled**
   f. Does your organisation have any handsets to dispose of now? **Information not held**
   g. As staff have the ability to access data remotely, what duty of care is taken to ensure at the point of disposal, all data and contracts have been removed from the devices? **Handsets are wiped and checked before they are re-used.**
   h. Is there a cost to remove data from the handsets? **No cost incurred.**
   i. Are the handsets wiped or totally destroyed? **Handsets are wiped and checked before they are re-used.**
   j. Who is your organisations data controller? **Individuals are data controllers - names withheld for security reasons**
   k. Who has overall responsibility for your organisations mobile contract? **John Tordoff**
       
   l. Please detail any rebate from handset “scrapage” or recycle the organisation has received from the last 2 x contracts **£44 and £48**.

5. How many iPads or tablet computers will the organisation buy before 31.03.13? **Information not held**

6. How many iPads or tablet computers will be purchased between 01.04.13 and 31.03.14? **Information not held**
Land based Communication
1. Which company currently provides your land based telephone communication: Virgin Media, BT, Siemens.
3. Please detail the value of the annual contract - your last 12 months spend? Virgin £120k, BT £16k, Siemens £64k
4. Is it the intent of your organisation to move from traditional land based communication to VOIP? Telephony solutions currently under review.
5. If you haven’t moved to VOIP - when are you scheduled to do this? Information not held

Internet Service Provider
1. Current Internet Service Provision: JANET
2. Are you contracted? If so when does the contract expire? Yes 31/7/2103
3. Please detail the size of communication link to your organisation from ISP 200Mb
4. Please detail the value of this annual contract £25k

If you require translation of the information you have been sent please do not hesitate the contact us.
If you are unhappy with the information we have provided in response to your request please write to:

   Information Management Team Manager
   Royal Borough of Windsor & Maidenhead
   Town Hall, St Ives Road
   Maidenhead
   SL6 1RF

or send an e-mail to foi@rbwm.gov.uk

We are proud to be one of the leading authorities in England for consistently responding to information requests within the 20 working days set down by statute. Information about our performance and summaries of requests received can be found on our website:

   http://www.rbwm.gov.uk/web/foi_information_requests.htm

We are keen to hear about your experience with the Information Management Team here at the Royal Borough of Windsor & Maidenhead – please take a moment to complete the form below and return it to us either by e-mail foi@rbwm.gov.uk or in writing to the address above.

This concludes your request.

Yours Sincerely

Chris Daniels
Information Management Officer
1) How would you rate our performance in relation to processing your request:
   Excellent  Good  Fair  Poor
   If you answered Fair or Poor please suggest how you think we might improve:

2) Did you receive the response to your request within the advised timescale? Yes/No

3) Did the response meet your needs? Yes/No
   If No, why was that?

4) Prior to submitting your request did you search RBWM’s website? Yes/No
   If Yes, why did you then need to submit a request (Tick all that apply)?
   - Information required not found
   - Information found out of date
   - Information not in required format
   - Information insufficient to meet need
   - Other please specify:

   If No, why was that?
5) Please add any further comments that would help us improve our service:

Thank you for taking the time to complete this form – your feedback is appreciated.