Further to your Information request FOI67500 please find your questions and our responses 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?
   - Virgin Media
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
   - Paid Monthly
3. **Fixed Line - Contract Duration** - the number of years the contract is for each supplier.
   - Annual rolling
4. **Type of Lines** - Please can you split the type of lines per each supplier? PSN, Analogue, SIP
   - Analogue
5. **Number of Lines** - Please can you split the number of lines per each supplier? SIP trunks, PSN Lines, Analogue Lines
   - 150 Analogue

**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?
   - Virgin Media
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.
   - Paid Monthly
8. **Minutes Landline Monthly Spend** - Monthly average spend. An estimate or average is acceptable.
   - £2,500
9. **Minute’s Landlines Contract Duration** - the number of years the contract is with the supplier.
   - Renewed annually
10. **Number of Extensions** - Please state the number of telephone extensions the organisation currently has. An estimate or average is acceptable.
    - 1500

**Contract 3**
11. **Fixed Broadband Provider**: Supplier’s name if there is not information available please can you provide further insight into why?
   - JA-NET

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
   - 1 August 2015

13. **Fixed Broadband Annual Average Spend**: Annual average spend. An estimate or average is acceptable.
   - £49,000

14. **VOIP/PBX Installation Date of the organisation’s primary telephone system**: please provide day, month and year (month and year is also acceptable).
   - September 2005

**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?
   - VirginMedia
   - BT
   - Access Infrastructure
   - Southern Communications

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
   - BT 21 April 2016
   - Virgin Media 1 December 2015
   - Access Infrastructure 4 January 2016
   - Southern Communications 1 April 2016

17. **Contract Description**: Please can you provide me with a brief description of the contract
   - Provision and support of Voice and Data circuits

18. **Number of sites**: Please state the number of sites the WAN covers. Approx will do.
   - 50

19. **WAN Annual Average Spend**: Annual average spend. An estimate or average is acceptable.
   - £293,000
20. **Internal Contact**: please can you send me their full contact details including contact number and email and job title.
John Tordoff, Technology Services Manager, 01628 796327, john.tordoff@rbwm.gov.uk

**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

<table>
<thead>
<tr>
<th>EXAMPLE Supplier</th>
<th>Renewal Date</th>
<th>Contract Duration</th>
<th>Number of Lines</th>
</tr>
</thead>
<tbody>
<tr>
<td>VMB</td>
<td>01/06/2013</td>
<td>1</td>
<td>100</td>
</tr>
<tr>
<td>BT</td>
<td>01/09/2013</td>
<td>3</td>
<td>600</td>
</tr>
</tbody>
</table>

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 their full contact details including contact number and email and job title.
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 martin.tubbs@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 and look forward to receiving any comments you have about the way your information request was processed.

Please send any feedback to the Information Management Team Manager either by e-mail martin.tubbs@rbwm.gov.uk or in writing to the address above.

Yours sincerely

David Davies  
Information Management Officer  
Legal Department  
Corporate Directorate  
Royal Borough of Windsor & Maidenhead  
Town Hall, St.Ives Road  
Maidenhead SL6 1RF