Dear Mr Fowler

Your request for information received on 21 December 2017 has been dealt with under the provisions of the Freedom of Information Act 2000 (FOIA).

You asked:

I want to submit a freedom of information request for the following information relating to telephony and networks services:

If there is more than one supplier for each of the contracts below, please can you provide me with the contract data for each of the supplier including, spend, contract dates, type of lines and number of sites.

**Contract 1**

1. Current Lines (Analogue, ISDN VOIP, SIP etc) Provider- Please can you provide me with the name of the supplier for the contract.
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 supplier.
3. Fixed Line- Contract Duration- the number of years the contract is for each
4. Type of Lines- Please can you split the type of lines per each supplier? PTSN, 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 (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- Please can you provide me with the name of the supplier for the contract.
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 for each broadband provider. An estimate or average is acceptable.

Contract 4

14. WAN Provider- please provide me with the main supplier(s) if there is not information available please can you provide further insight into why?
15. 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.
16. Contract Description: Please can you provide me with a brief description of the contract.
17. Number of sites: Please state the number of sites the WAN covers. Approx. will do.
18. WAN Annual Average Spend- Annual average spend for each WAN provider. An estimate or average is acceptable.

19. Internal Contact: please can you send me there full contact details including contact number and email and job title for all the contract above.
University Response

Contract 1

1. **Analogue** - assuming this refers to PSTN (i.e., BT phone lines) then supplier is Daisy Communications Ltd / ISDN VOIP – N/A / SIP links / Unified Communications – supplier is Virgin Media.
2. **Analogue** - telephony landlines (line rental and voice calls) via Daisy Communications Ltd: 13/12/17 – 13/12/20 / ISDN VOIP – N/A / SIP – supplier: Virgin Media. Hendon SIP: end date 27/04/2017 and Enfield SIP: end date 17/05/2017
3. **Analogue** - via Daisy Communications Ltd: duration 3 years / ISDN VOIP – N/A / SIP – via Virgin Media: duration 3 years; currently running out of contract
4. **Analogue** - via Daisy Communications Ltd: PSTN and broadband / ISDN VOIP – N/A / SIP – via Virgin Media: SIP/Unified Communications
5. **Analogue** - via Daisy Communications Ltd: Approximately 110 lines (redCare, broadband, PDQ, etc..) / ISDN VOIP – N/A / SIP – Virgin Media: we are using approximately 2,500 lines

Contract 2

6. If the landlines refer to PSTN, i.e., BT lines then the supplier is Daisy Communications Ltd. Otherwise, lines are via SIP/Unified Communications: supplier is Virgin Media.
7. **Landlines/PSTN:** supplier Daisy Communications Ltd. - renewal date likely to be 14/12/20 / **Unified Communications:** supplier Virgin Media. Duration Hendon SIP: 27/04/2017 and Enfield SIP: 17 /05/2017 – both running out of contract
8. Daisy: commercial in confidence / Virgin Media: commercial in confidence
9. **Daisy Communications Ltd:** duration 3 years / Virgin Media: duration 3 years; running out of contract
10. Daisy: Approximately 110 lines (redCare, broadband, PDQ, etc..) / Virgin Media: we are using approximately 2,500 lines

Contract 3

11. Daisy Communications Ltd
12. Telephony landlines (Line Rental & Voice Calls) - 3 years contract, so renewal date likely to be 14/12/20
13. This is within the overall telephony spend with Daisy. Broadband is negligible (approx. 20 lines across the estate, e.g., carrying CCTV, etc.) however costs are tied in with the overall spend

Contract 4

14. BT / Virgin Media / Exponential-e / JaNet
15. BT
   - Copthall Allianz site - running out of contract after 29/05/16
   - Whittington site - running out of contract after 17/06/16
   - Colindeep site – running out of contract after 23/04/18
   - Church Farm site – running out of contract after 17/11/19

Virgin Media
   - Colinhurst site – running out of contract after 27/02/2016
   - Beaufort Park site – running out of contract after 10/06/2016

Exponential-e
   - Hendon to - Enfield and to Farnborough Datacentres - 30/09/2015 - 30/09/2020; so renewal date after 30/09/2020. Note this is for 5years with possible further extension of 2 years
JaNet
- Internet access links to Hendon and to Enfield; Annual rolling contract which renews each August. e.g., 01/08/17 – 31/07/18
- Internet access to Halls of Residence – Annual rolling contract which renews each August. e.g., 01/08/17 – 31/07/18

16. **BT**: point to point link of 100M; WAN links to satellite campus buildings in London
   **Virgin Media**: point to point link of 1G or of 100M; WAN links to satellite campus buildings in London
   **Exponential-e**: Part of Hosted Data Centre / Server Managed Services contract, links/connectivity to Hosted Data Centre
   **JaNet**: Links to internet for Hendon Campus and for Hosted Data Centre. Plus, link to Halls of Residence.

17. **BT**: Four sites
    **Virgin Media**: Two sites
    **Exponential-e**: Two sites - links to Exponential-e PoP
    **JaNet**: Three sites - links to Hendon Campus and to Exponential-E Data Centre. Plus, link to Halls of Residence (whose costs are covered by a third party)

18. **BT**: Annual approximate spend £25,000 ex vat
    **Virgin Media**: Annual approximate spend £20,000 ex vat
    **Exponential-e**: commercial in confidence. Part of wider data centre contract
    **JaNet**: commercial in confidence. Part of wider Higher Education services contract

19. Paula Vickers, 020 8411 5187, P.Vickers@mdx.ac.uk, Director of Computing & Communications Systems Services

I trust this satisfies your request sufficiently. Under the Freedom of Information Act 2000, you have the right to complain about the University’s response to your request for information. If you have such a complaint, you may contact Mrs Teresa Kelly, Clerk to the Board of Governors, Middlesex University, Hendon campus, London NW4 4BT, tel: 020 8411 6018, t.kelly@mdx.ac.uk within 40 days of the date of this letter for a review of the University’s decision. If you remain unsatisfied with the outcome of that complaint, you may seek further recourse by lodging an appeal with the Information Commissioner.

Yours sincerely

John Gilchrist
Freedom of Information Officer