



Date issued: 10 September 2018

Telephony and Networks

I am writing in response to your request for information below dated 30 August 2018 in which you requested information regarding telephony and networks.

We hold some information which matches the description of the information requested and I have set this out below.

Telephony (Q1 – Q10)

All telephony is currently provided under a single contract with Interoute, which started on 17 July 2018 running for 2 years, with options to renew twice for 12 months each time, making a maximum duration of 4 years.

The contract is for a hosted Skype solution. It also includes a SIP trunk connection to a legacy phone switch on premises, to facilitate moving our users off the legacy switch and onto the hosted Skype solution.

The contract covers 'direct dial in' numbers or 'lines' for 335 users. The fixed element of the monthly charge is £3,865.50 plus an estimated £248 monthly for call charges.

Broadband / WAN (Q11 – Q20)

The Wales Audit Office has the following:

- fixed broadband DSL lines at 19 different locations which are all BT Business broadband lines. Each one has its own rolling contract, all are outside the minimum term and can be cancelled with 30 days' notice. A typical spend per line is £30 per month.
- fixed fibre-based circuits linking 4 locations, including an Internet feed, through Welsh Government's Public Sector Broadband Aggregation (PSBA) contract, currently delivered by BT. The contracts for the lines at each location are all outside their minimum term and can be cancelled at 90 days' notice. The annual spend across these PSBA contracts is £23,134.
- an additional fibre-based Internet connection at one location provided by Virgin Media Business. This is a 3-year contract from March 2018 costing £4,764 annually.

If you have any queries, or questions about my handling of your request, please do not hesitate to contact me.

Yours sincerely
Information Officer