



Arolygiaeth Ei Mawrhydi dros Addysg a Hyfforddiant yng Nghymru  
Her Majesty's Inspectorate for Education and Training in Wales

13 January 2020

Dear

I am writing in response to your request under the Freedom of Information Act (FOIA) to be provided with information on the series of questions listed in your email below.

Under FOIA, Estyn is required to:

- (i) confirm or deny whether it holds the information of the description specified in the request
- (ii) communicate the information requested to the applicant

In response to your queries, I attach a spreadsheet containing the relevant collated information.

I hope that this information is helpful to you.

If you are not satisfied with the response Estyn has made regarding your request for information, you are entitled to request that we review the matter. Your request for a review should be addressed to the Feedback and Complaints Manager, and receive no later than 20 working days after the date of this communication.

If you are still not satisfied, you also have a right to complain to the Information Commissioner, who can be contacted at:

Information Commissioner's Office  
Wycliffe House, Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
Tel: 01625 545 745  
Fax: 01624 524510  
Email: [enquiries@ico.gsi.gov.uk](mailto:enquiries@ico.gsi.gov.uk)

Yours sincerely

**Robert Gairey**

Swyddog Arweiniol Cyhoeddiadau / Lead Officer: Publications

**Estyn**

**Arolygiaeth Ei Mawrhydi Dros Addysg A Hyfforddiant yng Nghymru  
Her Majesty's Inspectorate For Education and Training in Wales**

**From:**

**Sent:** 18 December 2019 13:47

**To:** Robert Gairey <[Robert.Gairey@estyn.gov.uk](mailto:Robert.Gairey@estyn.gov.uk)>; Enquiries <[Enquiries@estyn.gov.uk](mailto:Enquiries@estyn.gov.uk)>

**Subject:** Request for Information- Telephony and Networks

Hi,

I would like to submit a new FOI request as the information. All or some of the information provided previously has expired, i require an update on the questions below.

See my request below:

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 are 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
3. Fixed Line- Contract Duration- the number of years the contract is for each provider
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 no 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 on calls for each provider. 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- Supplier's name if there is not information available please can you provide further insight into why?
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 no information available please can you provide further insight into why?

15. WAN Contract Renewal Date- please provide day, month and year (month and year are 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. The 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.

Thanks

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|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------|
| <b>Contract 1</b>                                                                                                                                                                                                                                                                                      |                                                                                                         |
| Current Lines (Analogue, ISDN VOIP, SIP etc) Provider- Please can you provide me with the name of the supplier for the contract.                                                                                                                                                                       | Gamma, Twilio & BT PSBA                                                                                 |
| 2. Fixed Line- Contract Renewal Date- please provide day, month and year (month and year are 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 PSBA - 31/09/2020 GAMMA - 31/03/2020 TWILIO - Rolling contract (Monthly Cost for Video Conferencing) |
| 3. Fixed Line- Contract Duration- the number of years the contract is for each provider                                                                                                                                                                                                                | 3                                                                                                       |
| 4. Type of Lines- Please can you split the type of lines per each supplier? PTSN, Analogue, SIP                                                                                                                                                                                                        | SIP (GAMMA and TWILIO) PTSN (BT PSBA)                                                                   |
| 5. Number of Lines- Please can you split the number of lines per each supplier? SIP trunks, PSN Lines, Analogue Lines                                                                                                                                                                                  | SIP = 3                                                                                                 |
| <b>Contract 2</b>                                                                                                                                                                                                                                                                                      |                                                                                                         |
| 6. Minutes/Landline Provider- Supplier's name (NOT Mobiles) if there is no information available please can you provide further insight into why?                                                                                                                                                      | Gamma                                                                                                   |
| 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.                                                                                              | 31/03/2020                                                                                              |
| 8. Minutes Landline Monthly Spend- Monthly average spend for each provider. An estimate or average is acceptable.                                                                                                                                                                                      | <£25k                                                                                                   |
| 9. Minute's Landlines Contract Duration: the number of years the contract is with the supplier.                                                                                                                                                                                                        | 1                                                                                                       |
| 10. Number of Extensions- Please state the number of telephone extensions the organisation currently has. An estimate or average is acceptable.                                                                                                                                                        | 60                                                                                                      |
| <b>Contract 3</b>                                                                                                                                                                                                                                                                                      |                                                                                                         |
| 11. Fixed Broadband Provider- Please can you provide me with the name of the supplier for the contract.                                                                                                                                                                                                | BT PSBA                                                                                                 |
| 12. Fixed Broadband Renewal Date- please provide day, month and year (month and year are 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     | 31/09/2020                                                                                              |
| 13. Fixed Broadband Annual Average Spend- Annual average spend for each broadband provider. An estimate or average is acceptable.                                                                                                                                                                      | < £25k                                                                                                  |
| <b>Contract 4</b>                                                                                                                                                                                                                                                                                      |                                                                                                         |
| 14. WAN Provider- please provide me with the supplier for each contract if there is no information available please can you provide further insight into why?                                                                                                                                          | BT PSBA ( one contract)                                                                                 |
| 15. WAN Contract Renewal Date- please provide day, month and year (month and year are 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 provide me with the renewal date for each supplier.           | 31/09/2020                                                                                              |
| 16. Contract Description: Please can you provide me with a brief description of each contract.                                                                                                                                                                                                         | Internet connection                                                                                     |
| 17. The number of sites: Please state the number of sites the WAN covers for each contract. Approx. will do.                                                                                                                                                                                           | one                                                                                                     |
| 18. WAN Annual Average Spend- Annual average spend for each WAN provider. An estimate or average is acceptable.                                                                                                                                                                                        | <£25k                                                                                                   |
| 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.                                                                                                                                                   | <a href="mailto:enquiries@estyn.gov.uk">enquiries@estyn.gov.uk</a>                                      |