



National Audit Office

The UK's independent public spending
watchdog

Switchboard +44 (0)207 798 7000

Direct Line +44 (0)207 798 7264

Email FOI@nao.org.uk

Reference FOI-1635

Date 24th July 2023

NAO TELECOM AND NETWORK SERVICES CONTRACTS

Thank you for your request of 7th July 2023 for information about the Telecom and Network service contracts the National Audit Office has in place.

Your request is being handled under the terms of the Freedom of Information Act 2000 (FOIA).

The specific information you requested as set out in your original email, is attached along with this letter on a Microsoft Excel spreadsheet.

Your original request has been reproduced below in **Annex A** for your reference.

We have withheld certain information requested under section 40(2)(Personal information) exemption of the FOIA. Details of these exemptions and how they apply to your request can be found in **Annex B**.

Annex C sets out the steps you may wish to take if you are not satisfied with the way we have handled your request for information under the FOIA.

We hope you find this response helpful.

Yours sincerely,

NAO FOI Team



Annex A

Your original request for information about the NAO Telecom and Network service contracts

(Your request is in italic below)

Contract 1 - Telephony/Voice Services (Analogue, ISDN VOIP, SIP etc)

1. *Telephony/Voice Services Provider- Please can you provide me with the name of the supplier for each contract.*
2. *Telephony/Voice Services - 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. *Telephony/Voice Services - Contract Duration- the number of years the contract is for each provider, please also include any contract extensions.*
4. *Telephony/Voice Services - Type of Lines - Please can you split the type of lines per each supplier? PSTN, Analogue, SIP, ISDN, VOIP*
5. *Telephony/Voice Services Number of Lines / Channels / SIP Trunks- Please can you split the number of lines per each supplier? SIP trunks/connections, PSTN, Analogue, ISDN*

Contract 2 - Incoming and Outgoing of call services.

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. If SIP services, please provide me with the cost of services per month.*
9. *Minute's Landlines Contract Duration- the number of years the contract is for each provider, please also include any contract extensions.*
10. *Number of Extensions- Please state the number of telephone extensions the organisation currently has. An estimate or average is acceptable.*

Contract 3 - The organisation's broadband provider.

11. *Broadband Provider- Supplier's name if there is not information available, please can you provide further insight into why?*
12. *Broadband expiry / 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 expiry dates up into however many suppliers.*
13. *Broadband Annual Average Spend- Annual average spend for each broadband provider. An estimate or average is acceptable.*

Contract 4 - Contracts relating to Wide Area Network [WAN] services, this could also include HSCN network services.

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 expiry 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 expiry dates up into however many suppliers.*
16. *Contract Description: Please can you provide me with a brief description for each 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. *For each WAN contract can you please provide me with information on how this was procured, especially around those procurement that used frameworks, please provide me with the framework reference.*
20. *Internal Contact: please can you send me their full contact details including contact number and email and job title for all the contracts above.*

Annex B

Section 40, Freedom of Information Act 2000 – Personal information

Section 40, paragraphs 1-4, of the Freedom of Information Act 2000 (FOIA) provides that:

- (1) Any information to which a request for information relates is exempt information if it constitutes personal data of which the applicant is the data subject.
- (2) Any information to which a request for information relates is also exempt information if—
 - (a) it constitutes personal data which does not fall within subsection (1), and
 - (b) the first, second or third condition below is satisfied.
- (3A) The first condition is that the disclosure of the information to a member of the public otherwise than under this Act—
 - (a) would contravene any of the data protection principles, or
 - (b) would do so if the exemptions in section 24(1) of the Data Protection Act 2018 (manual unstructured data held by public authorities) were disregarded.
- (3B) The second condition is that the disclosure of the information to a member of the public otherwise than under this Act would contravene Article 21 of the GDPR (general processing: right to object to processing).
- (4A) The third condition is that—
 - (a) on a request under Article 15(1) of the GDPR (general processing: right of access by the data subject) for access to personal data, the information would be withheld in reliance on provision made by or under section 15, 16 or 26 of, or Schedule 2, 3 or 4 to, the Data Protection Act 2018, or
 - (b) on a request under section 45(1)(b) of that Act (law enforcement processing: right of access by the data subject), the information would be withheld in reliance on subsection (4) of that section.

Reasons why we have applied this exemption.

We are not obliged, under Section 40(2) of the FOIA to provide information that is the personal information of another person, if releasing it would contravene any of the provisions of the Data Protection Act 2018.

In this instance we believe the release of the direct contact details of individual National Audit Office officers would contravene the first data protection principle which is that the processing of personal data must be lawful, fair and transparent. Processing in this context includes disclosure and therefore we consider section 40(2) is engaged.

In this instance we do not believe it would be fair to the individual officers to disclose this personal information.

This exemption is absolute and is not subject to the public interest test.

Annex C

Statement of Policy

Our policy is to respond to requests made under the Freedom of Information Act 2000 as helpfully and promptly as possible, having regard to the principles set out in the Act. I therefore hope you are happy with the way we have handled your request. If you are not, then you should take the following steps.

In the first instance, within 40 working days, write to the National Audit Office Freedom of Information (FOI) Team at FOI.requests@nao.org.uk or by post to:

FOI Team, Green 2, National Audit Office, 157-197 Buckingham Palace Road, London, SW1W 9SP.

The Head of FOI will arrange a review, which will be conducted by a senior member of staff who was not involved in decisions relating to your original request. Once the review has been completed, we will write informing you of the outcome.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The primary way of escalating your concerns to the Information Commissioner is at: www.ico.org.uk/foicomplaints. Alternatively, you can contact the ICO at [Contact us | ICO](#) or Information Commissioner's Office Wycliffe House Water Lane Wilmslow Cheshire SK9 5AF.