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15th January 2018

Our Ref: FOI2017/01704

**REQUEST UNDER THE FREEDOM OF INFORMATION ACT 2000 Ref No: FOI2017/01704**

I write in connection with your request for information received on 13th December. I note you seek access to the following information:

**I want to submit a freedom of information request for the following information relating to Fixed Telecommunications and Internet Services:**

**If there is more than one supplier for each of the contract information I am requesting below please can you split each contract individually and not combined. Please also separate the expiry data and spend and number of lines for each supplier. An example of this can be viewed at the bottom of this request.**

**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?**
- 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**
- 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.**
- 11. Internal Contact: please can you send me there full contact details including contact number and email and job title.**

**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.**

I am required by the Freedom of Information Act 2000 (The Act) to handle all requests in a manner that is blind to the identity of the requestor. Any information released in response to a request is regarded as being published and therefore, in the public domain without caveat.

**Response** - Following enquiries within the Constabulary please see our response below;

1. BT Accumulate
2. BT Accumulate December 2017

3. BT Accumulate 1 year rolling
4. BT Accumulate analogue lines, exchange lines, ISDN2, ISDN30
5. BT Accumulate - 630 services
6. TalkTalk and O2
7. Monthly rolling contract
8. TalkTalk approx. £2,000 per month and O2 approx. £3,000 per month
9. TalkTalk - over 10 years and O2 - 3 years.
10. 4283
11. Please click the link below which provides the contact information for the procurement team;

<https://www.herts.police.uk/Information-and-services/About-us/Transparency/Spending-in-Hertfordshire/Procurement>

The numerical data presented in this response is an un-audited snapshot of un-published data sourced from "live" systems and is subject to the interpretation of the original request by the individual extracting the data.

Should you have any further enquiries concerning this matter please do not hesitate to contact me quoting the above reference number.

Yours sincerely

Sonia Chopra-Miah  
Information Rights

Hertfordshire Constabulary provides you the right to request an independent review of this response under its review procedure. If you require such a review you must notify us within two months from the date of this letter. After lodging a complaint with Hertfordshire Constabulary if you are still dissatisfied with the decision you may make an application to the Information Commissioner. For information on how to make a complaint please visit their website at <https://ico.org.uk/concerns/> or contact them on 0303 123 1113.