



Further to your information request FOI/EIR 23/24-448, please find your question and our response below.

**Request:**

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

1. Telephony/Voice Services Provider- Please can you provide me with the name of the supplier for each contract.
2. Telephony/Voice Services Spend – Please can you provide me with the annual spend
3. 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
4. Telephony/Voice Services - Contract Duration- the number of years the contract is for each provider, please also include any contract extensions.
5. Telephony/Voice Services - Type of Lines - Please can you split the type of lines and users per each supplier? PSTN, Analogue, SIP, ISDN, VOIP, Cloud
6. Telephony/Voice Services Number of Lines / Channels / SIP Trunks/ Cloud based users- 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 I 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.

**Response:**

1. Daisy  
BT
2. £33k
3. Rolling maintenance contract (June 24)  
No contract in place for the BT provided lines
4. Rolling Maintenance
5. SIP/VOIP  
Analogue
6. 30 SIP Trunks  
16 Analogue
  
6. Daisy
7. Rolling maintenance contract (June 24)
8. Monthly Spend can be found on the Councils Website - [Expenditure transactions over £500 | East Cambridgeshire District Council \(eastcambs.gov.uk\)](#)
9. Rolling Contract
10. @200
  
11. MLL (managed by EastNet Partnership)
12. 30<sup>th</sup> September 2025
13. £5800 per annum including WAN
  
14. MLL (managed by EastNet Partnership)
15. 30<sup>th</sup> September 2025
16. Managed WAN Services and EastNet Centralised Services
17. 4
18. See 13
19. Procured by Cambs County Council as part of EastNet
20. ICT Manager – [ictsupport@eastcambs.gov.uk](mailto:ictsupport@eastcambs.gov.uk) – 01353 665555

This concludes your request FOI/EIR 23/24-448.

If information has been refused, please treat this as a Refusal Notice for the purposes of the Act.

If you disagree with our decision or are otherwise unhappy with how we have dealt with your request in the first instance you may approach [foi@eastcambs.gov.uk](mailto:foi@eastcambs.gov.uk) and request a review. A request for review must be made in no more than 40 working days from the date of this email.

Should you remain dissatisfied with the outcome you have a right under s50 of the Freedom of Information Act to appeal against the decision by contacting the Information Commissioner, Wycliffe House, Water Lane, Wilmslow SK9 5AF.