

FOI Request dated 06/03/2024

Request Reference: 3082

See my request below:

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. Minutes 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.

Response

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.

Refused under Section 31 (1) (a) Prevention and Detection of Crime*

2. Telephony/Voice Services Spend – Please can you provide me with the annual spend

Section 43 (2) – Commercial Interests**

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

November 2026

4. Telephony/Voice Services - Contract Duration- the number of years the contract is for each provider, please also include any contract extensions.

3 Years

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

SIP & 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

Variable for service peaks from 80 to 150

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?

Refused under Section 31 (1) (a) Prevention and Detection of Crime*

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.

November 2026

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.

Section 43 (2) – Commercial Interests**

9. Minute's Landlines Contract Duration- the number of years the contract is for each provider, please also include any contract extensions.

3 Years

10. Number of Extensions- Please state the number of telephone extensions the organisation currently has. An estimate or average is acceptable.

Unable to answer as the question has several interpretations.

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?

JISC

12. 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

July 2024

13. Broadband Annual Average Spend- Annual average spend for each broadband provider. An estimate or average is acceptable.

£10,000

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

14. Not Applicable

15. Not Applicable

16. Not Applicable

17. Not Applicable

18. Not Applicable

19. Not Applicable

20. Not Applicable

* Section 1 of the Freedom of Information Act 2000 (FOIA) places two duties on public authorities. Unless exemptions apply, the first duty at Section 1(1)(a) is to confirm or deny whether the information specified in a request is held. The second duty at Section 1(1)(b) is to disclose information that has been confirmed as being held. Where exemptions are relied upon Section 17 of FOIA requires that we provide the applicant with a notice which: a) states that fact b) specifies the exemption(s) in question and c) states (if that would not otherwise be apparent) why the exemption applies.

We have applied the following exemption to your request – Section 31 (1)(a) – Law Enforcement.

As with other large organisations; universities are reliant on the smooth running of their telephony systems and voice services. Maintaining the security of these is a significant challenge for all universities, who are increasingly subject to both general telephony security threats and targeted system attempts. Release of any information under the Act represents a disclosure to the world, and it is our belief that if information was disclosed about the provider the university has contracted, a motivated individual or group could use this information to target any potential vulnerabilities, exposing the University's systems to various types of unlawful attack, and consequently prejudicing the prevention of criminal activity.

Having determined the aforementioned in that disclosure of this information would expose the University to a real and significant risk of crime, application of S31 (1) Law Enforcement also requires us to consider the public interest in withholding/disclosing the information.

Factors in favour of disclosure –

- Increase public understanding of the University's telephony systems and voice services, and how it manages its business.
- Enhancing the transparency and accountability of our telephony systems and voice services.

Factors against disclosure –

- Protecting the ability of public authorities to protect valuable public assets acquired with public funds.
- There is a strong public interest in not publishing information which might expose the University to security threats/attempts and in preventing criminal activity that could damage the running of the University and the security aspect of the information held.

After considering the above factors, we believe the factors against disclosure outweigh those in favour, and therefore applying Section 31 on this basis.

** This part of your request we have exempt from disclosure by virtue of the following exemption:

Section 43(2) – Commercial Interests

Section 43 is a class-based qualified exemption and is therefore subject to a Public Interest test.

Public interest considerations Factors favouring disclosure

Disclosing information regarding Telephony/Voice Services spend would ensure the University are being open and transparent with the public. The disclosure would encourage public debate and increase public awareness on this subject matter. It would also allow the public to see where the public funds for the University are being spent.

Factors against disclosure

Disclosing the information requested is likely to damage the relationship between the University and the service provider(s). In turn, this could prejudice the commercial interests of the service provider(s), especially in cases where there may be a limited number of suppliers in the market. Making a disclosure could identify information which has been specifically obtained through negotiation between the University and the service provider(s), thus prejudicing the University position in future negotiations.

Balance test

Despite there being an identifiable public interest in the University being open and transparent, the interests of the University may be jeopardised if information relating to sensitive commercial information about Telephony/Voice Services are disclosed. The community would also be impacted as costs to the University could be driven up by the lack of competition due to companies refusing to do business with University's that disclose commercially sensitive information. If this information were to be disclosed, this could cause harm between the University of Hull and its service provider(s). Having weighed up all of the factors outlined above, on balance the argument for disclosing this information is not made out and therefore it is in the public interest to withhold this information from disclosure.

Section 17 of the Freedom of Information Act 2000 requires the University, when refusing to provide information (because the information is exempt) to provide you the applicant with a notice which: (a) states that fact, (b) specifies the exemption in question and (c) states (if that would not otherwise be apparent) why the exemption applies. In accordance with the Freedom of Information Act 2000 this email acts as a Refusal Notice for those aspects of your request.