



<b>DATE:</b>	<b>14/11/2018</b>	<b>FOI REQUEST NO:</b>	<b>268_1819</b>
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**FOI REQUEST AND RESPONSE**

**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.**

PSTN & ISDN - BT

VOIP - none

SIP - none

**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**

N/A – No formal contract in place

**3. Fixed Line- Contract Duration- the number of years the contract is for each provider**

N/A

**4. Type of Telephone/Networks Lines- Please can you split the type of lines per each supplier? PTSN, Analogue, SIP**

PSTN & ISDN

**5. Number of Lines- Please can you split the number of lines per each supplier? SIP trunks, PSN Lines, Analogue Lines**

PSTN = 72

ISDN30 = 2

ISDN2e = 14

**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?**

BT

**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.**

N/A – no contract in place

**8. Minutes Landline Monthly Spend- Monthly average spend for each provider. An estimate or average is acceptable.**

£300 per month (approx.)

**9. Minute's Landlines Contract Duration: the number of years the contract is with the supplier.**

N/A

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

600 approximately

**11. Internal Contact: please can you send me there full contact details including contact number and email and job title for all the contract above.**

With regard to your request for direct contact details, SWFRS operates a single point of contact policy. All callers are requested to contact the Service via HQ Reception on 01443 232000. The call will be directed to the most appropriate department/individual to deal with your call.

This is the same for email correspondence. Please direct all emails enquiries to [swfs@southwales-fire.gov.uk](mailto:swfs@southwales-fire.gov.uk) so that your request can be directed as appropriate.

This policy is in operation to ensure that calls/emails are dealt with more efficiently – as structures/posts can change, this prevents emails being sent to individuals whose role may have changed. It also prevents individuals from receiving unwarranted calls/correspondence.

This stance is supported by guidance from the Information Commissioner's Office

which states that:

“The presumption is in favour of protecting privacy, so the release of personal information will only be fair if there is a genuine reason to disclose. This involves a three-stage test. A public authority will generally have to satisfy itself that:

- there is a legitimate interest in disclosure;
- the legitimate interest can only be met, or fully met, by the disclosure of information which identifies individuals (i.e. the disclosure is necessary to that purpose); and,
- the disclosure would not involve unwarranted detriment to the individual's privacy or other rights and legitimate interests.

In this instance you have not provided any indications a legitimate interest in disclosure of such information – or demonstrated that the release of such information is vital to that interest.

**If there is more than one supplier for each contract please can you separate the contract dates and spend for each supplier. Also if no information can be provided for each of the key data types please explain why there is no information.**