



## FREEDOM OF INFORMATION REQUEST



**Request Number:** F-2012-01706

**Keyword:** Finance

**Subject:** Mobile Telephone Costs

### Request and Answer:

#### Question

How much money did your police force spend in 2011 on mobile telephones in total (bills and phone units)?

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How much money did your police force spend in 2011 on new mobile telephones?

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#### Answer

Section 17(5) of the Freedom of Information Act 2000 requires the Police Service of Northern Ireland, when refusing to provide such information (because the cost of compliance exceeds the appropriate limit) to provide you the applicant with a notice which states that fact.

It is estimated that the cost of complying with your request for information would exceed the "appropriate costs limit" under Section 12(1) of the Freedom of Information Act 2000, which is currently set by the Secretary of State at £450.

In an attempt to provide the information requested I contacted Information Communications Services Branch (ICS) who holds the information centrally. To retrieve the information would involve ICS manually trawling the invoices received from the main Mobile supplier (Vodafone) and this information is supplied on CD's. These CD's are issued one per month across four different sub-

accounts. These accounts relate to the VPN fixed line telephony link, Voice Mobiles + Data Services, Blackberry services and PUMA Mobile Access project. This involves 12 CD's per year and therefore for a three year period involves 36 different CD's. The process involves loading each CD individually, then searching the data to locate individual cost areas such as the amount spent on new mobile telephones for the years 2009/2010/2011. It is therefore estimated that it would take 45 minutes to examine each record and it is estimated this process would take a total of 27 hours. This would take well in excess of the time permitted under the legislation (18 hours).

In accordance with the Freedom of Information Act 2000, this letter should be considered as a Refusal Notice, and the request has therefore been closed.

You may wish to submit a refined request in order that the cost of complying with your request may be facilitated within the 'appropriate limit'. In compliance with Section 16 of the Act, I have considered how your request may be refined to bring it under the appropriate limit however the nature and structure of the information unfortunately makes this impossible.

Submission of a refined request would be treated as a new request, and considered in accordance with the Freedom of Information Act 2000, including consideration of relevant Part II exemptions.

Although excess costs removes the PSNI's obligations under the Freedom of Information Act, I have provided the records for the overall invoices on mobile phone costs from 2009 - 2011:

PSNI procure Mobile Services via the Buying Solutions Framework (now Government Procurement Service). The companies we use from this framework are Vodafone, O2 and Orange. Records show the overall invoices on Mobile Phones costs to each of these companies are as follows:

Vodafone:

- **2009 - £505,755** (purchase handsets, repairing phones, calls, rental accessories, BlackBerry services, Data Services and Mobile infrastructure service)
- **2010 - £494,704** (purchase handsets, repairing phones, calls, rental accessories, BlackBerry services, Data Services and Mobile infrastructure service)
- **2011 - £675,858** (purchase handsets, repairing phones, calls, rental accessories, BlackBerry services, Data Services and Mobile infrastructure service)

Total money for mobiles / repairs / accessories / rentals and calls to Vodafone from 2009 - 2011 was £1,676,317.

O2:

- **2009 - £395,210** (purchase handsets, repairing phones, calls, rental accessories, Data Services and Mobile infrastructure service)
- **2010 - £144,631** (purchase handsets, repairing phones, calls, rental accessories, Data Services and Mobile infrastructure service)
- **2011 - £94,103** (purchase handsets, repairing phones, calls, rental accessories, Data Services and Mobile infrastructure service)

Total money for mobiles / repairs / accessories / rentals and calls to O2 from 2009 -2011 was £633,944.

Orange (Only used from Jan 2011)

- **2011 - £425** (purchase handsets / calls and rentals)

The combined totals for mobiles /repairs / accessories / rentals and calls 2009 , 2010 and 2011 was - £2,310,686.

This excludes other payments made to Vodafone which relate to Project PUMA implementation and BlackBerry Enterprise Server (BES) support areas.

If you have any queries regarding your request or this decision please do not hesitate to contact me on 028 9070 0164. When contacting the Freedom of Information Team, please quote the reference number listed at the beginning of this letter.

If you are dissatisfied in any way with the handling of your request, you have the right to request a review. You should do this as soon as possible, or in any case within two months of the date of issue of this letter. In the event that you require a review to be undertaken, you can do so by writing to the Head of Freedom of Information, PSNI Headquarters, 65 Knock Road, Belfast, BT5 6LE or by emailing [foi@psni.pnn.police.uk](mailto:foi@psni.pnn.police.uk).

If following an internal review, carried out by an independent decision maker, you were to remain dissatisfied in any way with the handling of the request you may make a complaint, under Section 50 of the Freedom of Information Act, to the Information Commissioner's Office and ask that they investigate whether the PSNI has complied with the terms of the Freedom of Information Act. You can write to the Information Commissioner at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. In most circumstances the Information Commissioner will not investigate a complaint unless an internal review procedure has been carried out, however the Commissioner has the option to investigate the matter at his discretion.

Please be advised that PSNI replies under Freedom of Information may be released into the public domain via our website @ [www.psni.police.uk](http://www.psni.police.uk)

Personal details in respect of your request have, where applicable, been removed to protect confidentiality.