

12 August 2025

Dear

**ATISN 24976**

Thank you for your request which I received on 22 July. You asked for information listed at Annex 1, relating to Welsh Government mobile phone contracts.

If you are dissatisfied with the Welsh Government's handling of your request, you can ask for an internal review within 40 working days of the date of this response.

Requests for an internal review should be addressed to the Welsh Government's Freedom of Information Officer at:

Information Rights Unit  
Welsh Government  
Cathays Park  
Cardiff  
CF10 3NQ

or e-mail: [Freedom.ofinformation@gov.wales](mailto:Freedom.ofinformation@gov.wales)

Please remember to quote the ATISN reference number above.

You also have the right to complain to the Information Commissioner. The Information Commissioner can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Website: [www.ico.org.uk](http://www.ico.org.uk)

However, please note that the Commissioner will not normally investigate a complaint until it has been through our own internal review process.

Yours sincerely

## Annex 1

1. Network Provider(s). Please confirm the name(s) of the current mobile network provider(s) (e.g. EE, Vodafone, O2/Telefonica, Three).
  - Virgin Media o2
  - EE
  - Vodafone
2. Annual Average Spend. Please provide the annual average spend for each mobile network provider. If a new contract has been awarded recently, an estimated annual spend is sufficient.
  - Virgin Media o2 - £109,669.45 **actual** spend for 12-month period (July 2024 to June 2025)
  - EE - £5,264 **estimated** 12-month spend (based on actual spend between November 2024 and July 2025)
  - Vodafone - £2,809 **estimated** 12-month spend (based on actual spend between November 2025 and July 2025)
3. Number of Connections. Please provide the total number of mobile connections, broken down by:
  - 2365 total connections across all network providers as of 23<sup>rd</sup> July 2025.
  - Voice-only devices  
0
  - Voice and data devices  
Virgin Media 02 – 2234  
EE – 101  
Vodafone - 6
  - Data-only devices  
Virgin Media 02 – 6  
EE – 8  
Vodafone - 10
4. Contract Duration. Please confirm the length of each contract and whether any extension options are included.

24 months, plus 2 x 12-month optional extension periods. Welsh Government has a contract in place with Virgin Media Business Limited, which provides EE and Vodafone network options in addition to o2. The initial term of this contract is 2 years with an option to extend for a further 2-year period.

*Please note, a final number of connections will be migrated from the previous Welsh Government contract with EE over to the Virgin Media contract in August. The charges provided in response to '2. Annual Average Spend' reflect estimated charges under the Virgin Media contract.*

5. Contract Start Date. Please provide the actual contract start date(s) for each provider. (Please do not include the framework start date unless it is also the date of the signed agreement.)

The Virgin Media contract start date is 10<sup>th</sup> April 2024.

6. Contract Expiry Date. Please confirm the expiry date(s) of the current agreement(s). If the contract is rolling, please specify.

The initial term of the Virgin Media contract expires on 9<sup>th</sup> April 2026.

7. Contract Review Date. Please indicate when the organisation intends to review or retender the mobile phone contract(s).

November/December 2025 (prior to the expiry of the initial contract term.)

8. Responsible Officer. Please provide the name, job title, direct phone number and email address of the individual(s) responsible for managing this contract. *If full contact details cannot be disclosed, the job title will suffice.*

If the service was purchased through a procurement framework, please also provide the name of the framework and its reference number.

Senior IT Service Manager – email: [Mobileservices@gov.wales](mailto:Mobileservices@gov.wales)

Crown Commercial Services Framework RM6261 for the provision of Mobile Voice and Data Services. Lot 2 – Mobile Voice and Data Solutions

9. Managed Service Provider (if applicable). If the mobile phone services are managed via a third-party provider, please confirm the name of the network provider, the number of connections, and the name/job title of the person responsible internally.

Not Applicable, the mobile phone services are managed internally by a dedicated Welsh Government Mobile Services team.

10. Aggregation. Is this mobile phone contract part of a wider aggregation exercise with other organisations? If so, please specify.

No.

11. Current Tendering or Future Plans. If the current contract has expired or is operating on a rolling basis, please confirm the organisation's intentions moving forward.

If your organisation is currently out to tender, please provide the anticipated award date and any available details.

Not applicable

12. Recent Contract Award (if applicable)

If this contract was awarded within the past three months, please provide the shortlist of suppliers who submitted bids.

Not applicable