



## Freedom of Information: Broadband

Dear Ellen,

Thank you for your email of 7 December 2020 in which you requested information about the University's broadband provision.

We have dealt with your request under the Freedom of Information Act 2000.

### Your request

1. How much did the university spend on broadband in the 2019/20 financial year?
2. Who is your internet network provider?
3. What is the average network speed on each of your campuses? Please list the name of each campus and the internet speed for each. Here is a tool for testing speed if needed:  
<https://eur01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.uswitch.com%2Fbroadband%2Fspeedtest%2F&data=04%7C01%7Cdp.officer%40canterbury.ac.uk%7Ce3cb20d06f4d4e9ddbc508d89ad7cca0%7C0320b2da22dd4dab8c216e644ba14f13%7C0%7C1%7C637429598929480954%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzliLCJBTiI6IjEhaWwiLCJXVCi6Mn0%3D%7C2000&data=NYDBDEHJBONkzUhZ%2BUQWICWo8m78Ho1kRB5KJzXrTME%3D&reserved=0>
4. What percentage of each university campus is covered by wifi? Please list the name of each campus and the percentage of wifi coverage.
5. Between January 2015 and December 2020, how many times have you switched network providers?
6. How many broadband routers do you have across all campus buildings?
7. Do you have fibre-optic broadband in any campus buildings?
8. Do any of the university-owned halls of residence require an ethernet cable as opposed to wifi? If yes, please list the names of the halls of residence.
9. Do any of the university-owned halls of residence have the option to connect to both an ethernet cable and wifi? If yes, please list the names of the halls of residence.
10. Do you have a data destruction policy?
11. Between January 2015 and December 2020, how many student complaints has the university received relating to the "internet", "WiFi" and "broadband"? Please list the number of complaints per calendar year.

## Our Response

1. How much did the university spend on broadband in the 2019/20 financial year?

*£71,687.92 inc VAT*

2. Who is your internet network provider?

Main corporate provider = Jisc (Janet).

*Salomons Centre = KPSN*

*Broadband for some Housing = ZEN*

*Wifi Guest Services = Sky "The Cloud"*

3. What is the average network speed on each of your campuses? Please list the name of each campus and the internet speed for each.

Canterbury Site – 10gb

Salomons Centre – 1gb

4. What percentage of each university campus is covered by wifi? Please list the name of each campus and the percentage of wifi coverage.

*The information is not held. All buildings across all campuses have a good coverage, large outdoor spaces have reasonable coverage.*

5. Between January 2015 and December 2020, how many times have you switched network providers?

*None*

6. How many broadband routers do you have across all campus buildings?

*There are no broadband routers on the Campus Buildings. Approximately 30 in residential houses.*

7. Do you have fibre-optic broadband in any campus buildings?

*There are no fibre-optic broadband routers on the Campus Buildings. There are approximately 30 in residential houses.*

8. Do any of the university-owned halls of residence require an ethernet cable as opposed to wifi? If yes, please list the names of the halls of residence.

*The information is not held, no University owned residences require an ethernet cable connection.*

9. Do any of the university-owned halls of residence have the option to connect to both an ethernet cable and wifi? If yes, please list the names of the halls of residence.

*The information is not held. The wired service has been removed over the last three years.*

10. Do you have a data destruction policy?

*The requested information can be accessed by this link to our Confidential Waste Procedure: <https://cccu.canterbury.ac.uk/governance-and-legal-services/the-general-data-protection-regulation/confidential-waste-policy.aspx>*

11. Between January 2015 and December 2020, how many student complaints has the university received relating to the "internet", "WiFi" and "broadband"? Please list the number of complaints per calendar year.

*The information is not held prior to academic year 2019/20. The information below relates only to formal complaints.*

*Since 2019/20 there have been two complaints:*

*1 – October 2019*

*1 – January 2020.*

If you are unhappy with the way your request for information has been handled, you can complain to the University to reconsider the decisions made and it will respond.

In addition, the University might be in a position to provide advice and assistance in relation to your complaint.

Complaints should be submitted within three months of this response to your request and should be addressed to: [dp.officer@canterbury.ac.uk](mailto:dp.officer@canterbury.ac.uk). Further details of the process to be followed can be found at: <https://www.canterbury.ac.uk/university-solicitors-office/freedom-of-information/freedom-of-information.aspx>

Please remember to quote the reference number above in any future communications.

If you remain dissatisfied with the handling of your request or any subsequent complaint, you have a right to make a complaint to the Information Commissioner here:

<https://ico.org.uk/global/contact-us/>

Telephone: 0303 123 1113

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

There is no charge for making a complaint to the ICO.

Kind regards,  
Canterbury Christ Church University

05/01/2021