

Our Ref: FOI2021/001

Ellen Blacow  
request-715873-3016dc5e@whatdotheyknow.com

Thursday, 04 February 2021

Dear Ellen Blacow,

**Freedom of Information Act 2000 – Request for Information**

Regarding your request for information received by the University of Westminster on 4<sup>th</sup> January 2021.

**The Request and Response**

The University can confirm that it holds information relating to your request. Please see below for details of your recent request and the University's corresponding response.

**Under the Freedom of Information Act 2000 may I kindly request the following information about the University's internet and IT infrastructure:**

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

The University's internet connectivity is provided by 'Janet'. Please see:

<https://www.jisc.ac.uk/janet>

<https://community.jisc.ac.uk/library/janet-policies/terms-provision-janet-service>

Janet negotiates on a 5 year cycle setting charges on behalf of a large number of Higher Education Institutions. The University of Westminster benefits from the best Janet sector wide commercial arrangement that can be negotiated, however it is not involved in these negotiations.

**Information Compliance Team**

University of Westminster  
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Therefore the University exempts the disclosure of this contract information by virtue of section 43(2) FOIA, as the disclosure would prejudice the ability of Janet to negotiate effectively with its current supplier or alternative suppliers to the detriment to the commercial interests of the University of Westminster.

For your information Section 43(2) of the Freedom of Information Act (2000) says:

*(2) Information is exempt information if its disclosure under this Act would, or would be likely to, prejudice the commercial interests of any person (including the public authority holding it).*

Section 43(2) is a qualified exemption and requires the balance of interest test to determine whether withholding the information outweighs the public interest in disclosing it.

When considering the public interest test, we have taken into account the fact that disclosure of the requested information would increase public confidence in the University's transparency and accountability in spending public money, and securing contracts at the best and most competitive price. However we consider that the reason for withholding the information outweighs this public interest for disclosure.

Whilst the University recognises the need for transparency in its expenditures, it considers that in this case the public interest lies in ensuring that the University can continue to benefit from the best commercial agreements that Janet can achieve by not disclosing any averages or estimates. Additionally our commercial interests are likely to be harmed by a perception of a loss of integrity in our commercial dealings with Janet and those who we may wish to do business with at this time and in the future. For this reason the University will exempt this information from disclosure, by virtue of section 43(2).

## **2. Who is your internet network provider?**

Janet Network

## **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://www.uswitch.com/broadband/speedtest/>**

The University does not currently hold this information.

## **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 University does not hold this information.

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

Zero

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

The University has 2 border routers

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

Yes

**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.**

No

**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.**

No

**10. Do you have a data destruction policy?**

Yes

**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.**

There have been zero complaints as described above in the time period requested.

We hope this information may be of use to you.

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If you are dissatisfied with this response you may ask the University to conduct a review of its decision.

**By Post:** Information Compliance Team  
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London, W1T 3UW

**By Telephone:** 0207 911 5158  
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Please do so in writing (including by fax, letter or email) or in some other recorded form (e.g. audio or video tape), describe the original request, explain your grounds for dissatisfaction, and include an address for correspondence.

If after contacting the University of Westminster you are not happy with the outcome, you also have a right of appeal to the Information Commissioner.

Please note that the Information Commissioner will not investigate the case until the internal review process has been completed.

**By Post:** Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

**By Telephone:** 01625 545 700  
**Web:** [www.ico.org.uk](http://www.ico.org.uk)

Yours sincerely,

Information Compliance Team  
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