



Response Date: 28/07/2025

2025/773 - Mobile Phone Contracts

In response to your recent request for information regarding;

I am writing to request the following information under the Freedom of Information Act 2000 regarding your organisation's mobile phone contract(s).

If your organisation uses more than one provider, please provide a breakdown for each provider individually.

I am aware that similar requests may have been submitted previously, but I would appreciate the most recent and up-to-date information available as of today's date.

1. Network Provider(s)

Please confirm the name(s) of the current mobile network provider(s) (e.g. EE, Vodafone, O2/Telefonica, Three).

EE

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.

£82,656.07

3. Number of Connections

Please provide the total number of mobile connections, broken down by:

- **Voice-only devices** 0
- **Voice and data devices** 2464
- **Data-only devices** 124

4. Contract Duration

Please confirm the length of each contract and whether any extension options are included.

36 Months

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.)

09/01/2025

6. Contract Expiry Date

Pencadlys yr Heddlu,
Glan-y-Don, Bae Colwyn LL29 8AW
www.heddlugogleddcymru.police.uk

Police Headquarters,
Glan-y-Don, Colwyn Bay LL29 8AW
www.northwales.police.uk

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

08/01/2028

7. Contract Review Date

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

08/01/2027

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.

Helen Wynne-Williams, Head of Technology

[Contact us | North Wales Police](#)

RM6261 for the provision of Mobile Voice and Data Services

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.

N/A

10. Aggregation

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

N/A

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.

N/A

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.

N/A

THIS INFORMATION HAS BEEN PROVIDED IN RESPONSE TO A REQUEST
UNDER THE FREEDOM OF INFORMATION ACT 2000, AND IS CORRECT AS AT 24/07/2025