

Capita Broadband Migration Frequently Asked Questions

1. How do I cease my Capita contract?

Cease notices should be sent to kay.batty@capita.com with ICT Solutions copied in educonnectivity@norfolk.gov.uk so we are aware and can work with Capita on the cease and migration.

Please be aware that Capita require 45 days notice to cease your contract.

2. What rebate will I get from Capita?

It depends when you cease your service. You will be held to term for 40% of the remaining contract left. Any rebates that are issued will be after Capita cease the service.

The Capita contract exit terms are 40% of the residual amount of the contract, see example calculation below:

- a. **Update Payment Terms:** Annual in Advance
- b. **Current contract end date:** 31/04/2024
- c. **Cease Contract:** 31/08/23
- d. **Months left:** 7 (September 2023 to March 2024 inclusive)
- e. **Current Annual Cost Example:** £1,548.55

Calc: £1,548.55 / 12 = £129.05 x 7 months = £903.32 x 40% = £361.33 cost. Refund will therefore be: £903.32-£361.33 = £541.99

3. Why do I need to migrate to a new supplier before 31/03/2024?

The current network is being decommissioned on 31/03/2024, schools must move to a new broadband supplier before this date to ensure there is no impact to the connection to your school. New broadband is heavily reliant on lead times for the connection and Openreach resource so the earlier your migration is scheduled the better (even if the date is planned for 6 months away).

You will also need to factor in periods in the lead up to the Christmas holidays when 'change freezes' will be introduced, therefore no migrations will take place.

If you are looking to migrate your service in time for the summer holiday period, you need to act NOW!

Common Lead times:

- FTTP connection – 45 days
- Leased Lines – 90 days

4. What services do I get with my current Capita contract?

The current Capita contract provides you with:

- Connection
- Router
- Filtering
- Firewall
- Remote Access (additional chargeable service)

N.B - A back up connection is not included as standard, but is now recommended by the DfE as part of the Technology Standards for schools

When the contract was extended in 2020 or if you migrated over to FTTP (Fibre to the Premise), you would have signed a contract form, which has the service/speeds you are currently receiving. If you are unsure, please contact educonnectivity@norfolk.gov.uk to request the information.

Broadband Framework Frequently Asked Questions

1. Can ICT Solutions recommend a supplier?

As the Framework owner we are unable to suggest a preferred supplier, but each will have been through our tender process so can meet the technical requirements, financial, data hosting and service side of your requirements.

2. I don't understand the quotes that have been sent to me. Help!

We totally understand that and with each quote that has been sent, there has been an attached PDF which spells things out in plain English. Our advice would be to sit down with your IT Support person/team and run through things with them if you are unsure.

3. Can you guarantee contention rates?

You would need to ask the supplier when you are discussing your requirements.

4. Can filtering be provided for offsite devices?

You would need to ask the supplier when you are discussing your requirements.

5. Can you provide options for telephony?

ICT Solutions have a telephony framework in place for you to procure from. Please contact - ictcontractsteam@norfolk.gov.uk for further information. However, suppliers may have their own solution, but these are not covered by the Framework agreement with ICT Solutions.

6. How do I place an order?

Please contact the supplier to do so, but if you could let ICT Solutions know as well, it would be appreciated.

[Migration process](#)

[Call off Order Form](#)