PE1473/F

Our Ref   MD/AMcC

5 April 2013

Mr S Todd
Assistant Clerk to the Public Petitions Committee
The Scottish Parliament
T3.40
Edinburgh
EH99 1SP

Dear Mr Todd

Consideration of Petition PE1473

I refer to your letter dated 21 March 2013 and note below our responses to the individual questions asked:

When is it expected that a reliable and consistent Wi-Fi service will be available to your passengers and what is the detailed timetable for the new service model?

We have initiated a Networks project and started the procurement process (but only supplier screening). A full business case is in the process of being prepared to be approved by the Executive team.

Does CalMac have any plans to accelerate the tender and transition process?

The Company will do all it can to successfully conclude the process as quickly as possible. There are great technological challenges and costs associated with it and it is important that the correct solutions are achieved.

Will the proposed new service model be implemented across all ferry routes?

The work is being carried out within the context of a major revamp of all on-board communications and we are working towards providing an 'always on' connection, allowing the ships to be permanently connected to the corporate network. Where there is sufficient capacity and network coverage this will allow us to deliver Wi-Fi services to passengers as appropriate.

How reliable and consistent will the Wi-Fi service be for passengers on-board your ships, how wide will the coverage be?

The most reliable and consistent service possible will be provided. The coverage will be as wide as is possible.

Will Wi-Fi be provided in ferry terminals?

The network project is looking at the entirety of our communications solution and includes ships, ports and offices.

Yours sincerely

Martin Dorchester
Managing Director