



By email

10 Jan 2014

Re: Telecommunications

Thank you for your email of 30 December 2013 in which you asked Public Health England (PHE) a number of questions about telecommunications.

Your email has been handled as a request for information under the Freedom of Information (FOI) Act. In accordance with Section 1(1)(a) of the Act I can confirm that Public Health England (PHE) does hold the information requested.

I have set out your questions below in bold and addressed each in turn.

1. How many employees does PHE have?

PHE's headcount at 24 December 2013 was 5276 staff.

2. How many sites does PHE operate from within England and Wales?

PHE operates from 116 sites.

3. What Private Branch Exchange equipment (the telephone system) is used at each site (stated at question 2)?

25 sites are connected to an Alcatel OmniPCX VoIP system. Other sites have telephony services provided as part of their hosting/accommodation agreements

4. What method, at each site, is used to connect the telephone equipment stated at question 3 to the Public Switched Telephone Network (PSTN, eg: ISDN Basic or Primary Rate)?

Alcatel connected sites have one or more ISDN PRI circuits and four or more DEL connections.

5. Between the period 1st January 2013 to 31st December 2013, what was total cost of PSTN connectivity to the following categories of outbound number?

Information only available for the 25 sites connected to Alcatel system for April – August 2013

Calls made to domestic mobile telephones? £14,060

Calls made to international destinations? £1,725

Calls made to domestic landline destinations? £9,685

Does PHE use any SIP Trunk providers, Least Cost Routing or Carrier Pre Selection providers? No.

If you have any queries regarding the information that has been supplied to you, please refer them to me in the first instance. If you are dissatisfied with this response and would like to request an internal review, then please contact Mr George Stafford at the address above or by emailing complaints@phe.gov.uk.

Please note that you have the right to an independent review by the Information Commissioner's Office if a complaint cannot be resolved through the PHE complaints procedure. The Information Commissioner's Office can be contacted by writing to Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

Yours sincerely

Freedom of Information Coordinator