

Our ref:
Your ref:

[REDACTED]
Head of ICT Solutions
The Cube
Birmingham

Mr [REDACTED]

17th April 2014

Dear Mr [REDACTED]

FREEDOM OF INFORMATION REQUEST

Thank you for your e-mail Freedom of Information request regarding the Highways Agency's ICT telecommunications services. The answers to your request are below.

Q1 How many employees does the Highways Agency have?

The highways Agency current headcount as of the 1st of April 2014 is 3477

Q2 How many sites does the Highways Agency operate from within England and Wales?

The Highways Agency has 49 buildings that we provide telephony to. These include:

- 7 main office buildings,
- 7 Regional Control Centres,
- The National Traffic Operations Centre
- 34 outstations: small operational buildings on or near the Highways Agency Road Network.

Q3 What Private Branch Exchange equipment (the telephone system) is used at each site (stated at question 2)?

The National Traffic Operations Centre, the Regional Control Centres and 5 of the main buildings use PABX systems and the final 2 main buildings use IP telephony. We buy all of these services as a managed service through our ICT supplier so do not hold any more detailed information.

The outstations are connected directly to the PSTN.

Q4 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)?

We buy all of these services as a managed service through our ICT supplier and so do not hold this information.

Q5 . Does the Highways Agency use any SIP Trunk providers, Least Cost Routing or Carrier Pre Selection providers?

The Highways Agency does not use any of the services mentioned above.

In keeping with the spirit and effect of the legislation, all information is assumed to be releasable to the public unless exempt. We may therefore be publishing the information you requested, together with any related information that will provide a key to its wider context, via our website: <http://www.highways.gov.uk/>

If you are unhappy with the way we have handled your request you may ask for an internal review. Our internal review process is available at <http://www.highways.gov.uk/foiresponses/FOIresponses/8024.aspx>.

If you require a print copy, please phone the Highways Agency Information Line on 0300 123 5000; or e-mail ha_info@highways.gsi.gov.uk . You should contact me if you wish to complain.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

If you have any queries about this letter, please contact me. Please remember to quote the reference number above in any future communications.

Yours sincerely

[Redacted signature block]