



Our ref: 735,545
Your ref:

Via Email

Tony Malone
Chief Information Officer
Highways England
Bridge House
1 Walnut Tree Close
Guildford
GU1 4LZ

04/04/2016

Dear Mr [REDACTED]

FREEDOM OF INFORMATION REQUEST

Thank you for your Freedom of Information received on the 7th of March regarding the number of landlines and extensions.

Highways England has 260 SIP and an estimated 120 analogue external circuits.

We have approximately 4000 extensions, but each extension does not have its own line. Our telephony systems mean that when an extension needs an external line it uses one of the SIPs available then releases it when the call is finished. Hence the much smaller number of external lines versus extensions.

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:

<https://www.gov.uk/government/organisations/highways-england/about/complaints-procedure>

If you require a print copy of the process, please phone the Information Line on 0300 123 5000; or e-mail info@highwaysengland.co.uk. I would be grateful if you would contact me if you wish to have an internal review.

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

Should you have any queries about this letter, please contact me. Please quote our reference number above in any future communications.

Yours sincerely

**Tony
Malone**

Digitally signed by Tony Malone
DN: cn=Tony Malone, o=Highways
England, ou=Information Technology
Directorate,
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Tony Malone
Chief Information Officer
Highways England

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