



Freedom of Information Team  
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Date: 26/04/2022

Ref: 21-22 580

### **Freedom of Information request**

Thank you for your request for information under the Freedom of Information Act 2000, which was received by the Trust on 10/02/2022. Please see responses to your requests below.

**1. Have you got a strategy for the WLR withdrawal of PSTN and ISDN services?**

Yes, the Trust does have a strategy for the above. The Trust has commenced a two-year programme to replace its ISDX telephone system and ISDN incoming and outgoing lines with a modern VOIP system. This project also includes the provision of SIP incoming services and the replacement of over 3000 analogue handsets.

**2. If so and time permitting, what is the time frame you have in place to comply by December 2025?**

The WLR withdrawal of the PSTN and ISDN services will be fully rolled out by the end of 2025.

**3. Please could you break this down by the number of PSTN and ISDN services you expect to fall in line with the WLR withdrawal process by December for the next 4 years. This should include 2022, 2023, 2024 and 2025.**

Until the IT infrastructure upgrade works are scheduled in we are unable to provide a specific timeline of the WLR withdrawal process, but we can say at this stage that we will comply with the deadline of 2025.

Please accept this letter as completion of your request. Please note that copies of this request will be held on file for three years before being confidentially destroyed.

If you are dissatisfied with the outcome of your request, please contact our Head of Information Governance on [Information.Governance@porthosp.nhs.uk](mailto:Information.Governance@porthosp.nhs.uk) or write to the above address and we will conduct an internal review. Upon review, if you are still dissatisfied, you may appeal our decision by contacting the Information Commissioner's Office; for more information, please visit the [ICO's website](#).

Please be aware, if we do not receive an appeal within 30 days of you receiving this letter, we will assume that you are satisfied with our response. If you have any further queries, please do not hesitate to contact us.

Yours sincerely

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