



**The Clatterbridge
Cancer Centre**
NHS Foundation Trust

Clatterbridge Road
Bebington
Wirral
CH63 4JY

Tel: 0151 556 5000
Web: www.clatterbridgecc.nhs.uk

Date: 15 March 2022

Re: Freedom of Information Request
Ref: 45-2022

Thank you for your email dated the 16/2/2022, requesting information in relation to WLR withdrawal

The information that you require is as follows:

- Have you got a strategy for the WLR withdrawal of PSTN and ISDN services? **A strategy is not confirmed at present.**
- If so and time permitting, what is the time frame you have in place to comply by December 2025? **A timeframe has not yet been confirmed as would be dependent on strategy.**

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. This information is not held.

Should you require any further information please do not hesitate to contact me on the email address provided below.

Please remember to quote the reference number above in any future communications.

If you are dissatisfied with the handling of your request, you have the right to ask for this to be investigated internally.

If you are dissatisfied with the information you have received, you have the right to ask for an internal review.

Both processes will be handled in accordance with our Trust's Freedom of Information Policy and the Freedom of Information Act 2000.

Internal investigation and internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be

addressed to: Freedom of Information Review, The Clatterbridge Cancer Centre NHS Foundation Trust, Clatterbridge Road, Bebington, Wirral, CH63 4JY

If you are not satisfied with the outcome of the internal investigation/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.

In order for us to ensure customer satisfaction and to monitor compliance with the Freedom of Information Act 2000, we would be grateful if you could take a couple of minutes to complete a short feedback form via the link below:

<https://www.surveymonkey.co.uk/r/H39RFMM>

Kind Regards,

Margaret Moore
Information Governance Administrator
Contact Email: ccf-tr.foi@nhs.net