

Ref: FOI/GS/ID 7245

**Please reply to:**  
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21 February 2022

### **Freedom of Information Act 2000**

I am writing in response to your request for information made under the Freedom of Information Act 2000 in relation to the WLR withdrawal of PSTN and ISDN services.

*You asked:*

- 1. Have you got a strategy for the WLR withdrawal of PSTN and ISDN services?*
- 2. If so and time permitting, what is the time frame you have in place to comply by December 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.*

Trust response:

1. Yes, we do.
2. We have already deployed a replacement. The WLR will not affect us.
3. We have already deployed a full cloud-based solution as well as replace some of the PSTN lines with our Cisco phones and have done so since 2019.