



Information Policy & Compliance
bbc.co.uk/foi bbc.co.uk/privacy

Mike Leeves

Via email: request-373663-629167el@whatdotheyknow.com

19th December 2016

Dear Mr Leeves

Freedom of Information Act 2000 – RFI20162250

Thank you for your request under the Freedom of Information Act ('the Act') of 25th November 2016, seeking:

how many IT / Technology helpdesk numbers are used internally for EICT support. Please also tell me how many are reserved specifically for executives.

Under section 1(1) of the Act the BBC can confirm that we do hold some of information that you requested

There are three external UK numbers which allow users to contact the EICT support desk. Of these, **one is used for executive support calls.**

Each external number has an internal 'short dial' number associated with it (for easier and more cost-effective access from the internal phone system).

In addition there is one international number which allows users to contact the support desk from overseas.

Appeal Rights

If you are not satisfied that the BBC has complied with the Act in responding to your request you have the right to an internal review by a BBC senior manager or legal adviser. Please contact us at the address above, explaining what you would like us to review under the Act and including your reference number. If you are not satisfied with the internal

review, you can appeal to the Information Commissioner. The contact details are:
Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow SK9 5AF. Tel:
0303 123 1113 (local rate) or 01625 545 745 (national rate) or see <http://www.ico.gov.uk/>.

Yours sincerely
BBC Information Rights