

Martin Wilson
request-539444-38cb1c11@whatdotheyknow.com

17 December 2018

Dear Mr. Wilson,

I am writing in response to your Freedom of Information request, dated 14 December 2018, concerning ticket barrier error codes.

We do not use error codes for our gatelines, and we do not hold the information regarding any error code numbers, or their meaning, that our maintenance providers may otherwise use themselves. As we do not hold any such data, unfortunately there is nothing we can provide to you.

If you are not content with this response, you have the right to ask for a review. In the first instance you should contact me again to request this. If you choose to exercise that right, and are not satisfied with the outcome of the review, you have the right to complain to the Information Commissioner by contacting:

The Information Commissioner's Office,
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire,
SK9 5AF.

Yours sincerely,



Samantha Holmes
London North Eastern Railway Limited