

FOI number: **HBC\_FOI\_20200037**  
Date FOI Received: **16/01/2020**  
Department: **Information Digital Services**  
Title: **Fax machines**  
Description: **Details on the number of fax machines in the organisation and the number of faxes received.**

**Request: (As Redacted sent by requestor)**

To Whom It May Concern,

I would like to make a request for answers to the following questions under the Freedom of Information Act.

- Does your organisation use physical fax machines?
- If yes, how many fax machines does your organisation have?
- Does your organisation have an on-premise fax infrastructure (no physical fax machines, but a fax server hosted by your organisation)?
- How many faxes does your organisation receive each year?
- How many faxes does your organisation send each year?
- How much does faxing cost your organisation each year?

Please respond via email to

**Response: (Response as Redacted sent by service)**

- Does your organisation use physical fax machines?  
Yes
- If yes, how many fax machines does your organisation have?  
1
- Does your organisation have an on-premise fax infrastructure (no physical fax machines, but a fax server hosted by your organisation)?  
No
- How many faxes does your organisation receive each year?  
2
- How many faxes does your organisation send each year?  
0
- How much does faxing cost your organisation each year?  
£147.00 (cost phone line)

Please note Hertsmere Borough Council uses a cloud based fax service, but maintains a single physical fax machine on premise for use in the event of an emergency. If you have any queries about the processing of your request then please do not hesitate to contact me. Further information explaining the Council's process for responding to information requests together with a complaints/appeals procedure is available in our reception or via our website at:

<https://www.hertsmere.gov.uk/Your-Council/Official-Publications--Guides--Policies/Access-to-Information.aspx>

The Information Commissioner oversees the application of the Freedom of Information Act. You may contact the Information Commissioner at:

Information Commissioners Office  
Wycliffe House, Water Lane  
Wilmslow  
Cheshire SK9 5AF  
Telephone: 01625 545700  
Website: [www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)

Please include the above reference number on all correspondence related to this request.

Thank you for your request.

Kind regards  
Information Services