



Your ref:
Our ref: FOI 13/1268 - 1270

23rd September 2013

RE: Freedom of Information

Thank you for your e-mails of 13th September 2013 requesting information on government telephone calls to the speaking clock and directory enquiries.

Specifically you asked:-

- how many calls were made to the 123 and 118 numbers since May 2010 and
- what the total cost of such calls was to the Department of Energy and Climate Change.

We are unable to answer your questions in full as the Department is billed per line rental and consequently does not receive itemised invoices from our telephone service provider. Additionally, the telephone service provider has confirmed that records are retained on a three months rolling basis so historic data is not available.

The information on calls made from land-lines therefore is not available from the Department's central records or from the records of our supplier.

From available information however, I can confirm that in the last 3 months:

- no calls were made to the speaking clock (123) using mobile phones outside of the UK;
- 5 calls were made to directory enquiries (118) using mobile telephones outside of the UK at a cost of £17:97. One call (3mins 10 seconds duration) – cost £7:91 and four calls (at less than one minute) – cost £2:50 per call.

Appeal Procedure

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be sent to: Information Rights Unit (foi@decc.gov.uk) or by post to Security & Information Rights Unit (DECC Shared Services), Department for Business, Innovation & Skills, Victoria 3, 5th Floor, 1 Victoria Street, London, SW1H 0ET.

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

If you are not content with the outcome of the internal 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.