



Department  
of Energy &  
Climate Change

**Department of Energy & Climate  
Change**

3 Whitehall Place,  
London SW1A 2AW  
[www.gov.uk/decc](http://www.gov.uk/decc)

Your ref:  
Our ref: **13/1458**

29<sup>th</sup> October 2013

## **RE: FREEDOM OF INFORMATION REQUEST**

Thank you for your e-mail of 16<sup>th</sup> October 2013.

Specifically you asked how much money was spent and how many calls were made to:

- (a) 118 directory inquiry lines,
- (b) The speaking clock service normally accessed by ringing 123
- (c) Any number starting 090 for each of the last three financial years (2010-13).

You also asked to be provided with the full number of any 090 prefix numbers that may have been dialled the most frequently from 'phones where the Department has had to pay the bill in the financial year 2012-13, the cost of such calls and how many were made.

We are unable to answer your questions in full as the Department is billed per line rental (except mobile telephones used outside of the U.K.) and consequently does not receive itemised invoices from our telephone service provider. Additionally, the telephone service provider has confirmed that records are only retained on a three months rolling basis.

In regards to your specific questions above:-

- (a) this information is not available from the Department's central records or from the records of our supplier. In the last 3 months 5 calls were made using mobile telephones outside the UK
- (b) no calls were made in the last 3 months using mobile phones outside the UK.
- (c) no calls have been made to the premium rate number prefix 090.

### **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 addressed to the Information Rights Unit at:

Information Rights Unit (DECC Shared Service)  
Department for Business, Innovation & Skills  
1 Victoria Street  
London

SW1H 0ET (✉: [foi@decc.gsi.gov.uk](mailto:foi@decc.gsi.gov.uk).)

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.