

# OFFICE OF THE ADVOCATE GENERAL

the UK Government's Scottish Legal Team

[REDACTED]

Area G-G  
OAG  
Victoria Quay  
Edinburgh EH6 6QQ

[REDACTED]

Telephone: [REDACTED]  
Fax: 0131 244 1640/1650  
Hays DX 557008 Edinburgh 20

Your Ref:

Our Ref:  
*(Please quote this reference in  
any response)*

Date: 15 April 2013

Dear [REDACTED]

## FREEDOM OF INFORMATION REQUEST

I refer to your e-mail of 05 April 2013 in which you requested:

1. The total number of calls made to 118 numbers over the past five years up to and including April 2013. Please could you break this down year by year. Please could a figure, in pounds sterling, for how much these calls cost. Please could this also be broken down by year.
2. Please could you also provide a figure for the number of calls made to numbers beginning with "0871", "0872", "0873" and "090" over the past five years up to and including April 2013. Please could you break this down year by year. Please could a figure, in pounds sterling, for how much these calls cost. Please could this also be broken down by year.
3. Please could you also provide a figure for the number of calls made to "118 118" over the past five years up to and including April 2013. Please could you break this down year by year. Please could a figure, in pounds sterling, for how much these calls cost. Please could this also be broken down by year.
4. Please could you also provide a figure for the number of calls made to "118 500" over the past five years up to and including April 2013. Please could you break this down year by year. Please could a figure, in pounds sterling, for how much these calls cost. Please could this also be broken down by year.
5. Please could you also provide a figure for the number of calls made to "118 111" over the past five years up to and including April 2013. Please could you break this down year by year.

Please could a figure, in pounds sterling, for how much these calls cost. Please could this also be broken down by year.

If there is any guidance issued to staff on what numbers they can/cannot call, please can you provide this. Likewise, if there is a list of barred numbers, please could you provide this.

If FOI requests of a similar nature have already been asked could you also please include your responses to those requests.

Following an investigation I can confirm that no calls to any of the above numbers have been made by staff in the Office of the Advocate General for the dates you mention.

The Office of the Advocate General is based within Victoria Quay, and our telephone services are provided by the Scottish Government. 118 numbers are routed to a voice message requesting callers to contact the SG Central Inquiry Unit or use the internet. If you require any further information about our telephony services you should contact the Scottish Government. Their email address for FOI requests is: [ceu@scotland.gsi.gov.uk](mailto:ceu@scotland.gsi.gov.uk)

If you are dissatisfied with the treatment of your request, you can ask OAG to conduct an internal review of its decision. The internal review will be conducted by someone other than the person who took the initial decision. Requests for internal review should be addressed to the Information Officer, Office of the Solicitor to the Advocate General, Victoria Quay, Edinburgh, EH6 6QQ.

If you remain dissatisfied with how your request has been handled by OAG following its internal review, you can complain to the Information Commissioner's Office. Details of the complaints procedure can be found here - [http://www.ico.gov.uk/complaints/freedom\\_of\\_information.aspx](http://www.ico.gov.uk/complaints/freedom_of_information.aspx) or by writing to Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, SK9 5AF.

Yours sincerely

