



Foreign &
Commonwealth
Office

Information and Technology Directorate
Foreign and Commonwealth Office
King Charles Street
London SW1A 2AH

Website: <https://www.gov.uk>

13 November 2013

Dear

Freedom of Information Act 2000 – Request Refs: 0947-13 and 0948-13

Thank you for your emails of 11 October 2013 asking for information under the Freedom of Information Act (FOIA) 2000. You asked:

0947-13: How many calls have been made to 118 directory inquiries services since May 2010 and at what cost to the department?

And separately,

0948-13: How many calls have been made to the Speaking Clock 123 service since May 2010 and at what cost to the department?

I apologise for the delay in responding to both requests but I can confirm that the Foreign and Commonwealth Office (FCO) does hold information relevant to your requests.

FCO staff have access to only one '118' telephone number (118 425), through its current telephony provider, Level 3. This service is primarily to provide UK telephone listings. Calls to this number are free to FCO staff under the agreement with Level 3. The number of calls made to the 118 number is not available.

FCO telephony services do not allow staff to call the Speaking Clock 123 service.

You can also find out more about previous FOI replies published on our website at [Publications - Inside Government - GOV.UK](#).

Yours sincerely

Information and Technology Directorate

