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| [REDACTED] | Area G-GOAGVictoria QuayEdinburgh EH6 6QQDate 09/06/15 |

Dear [REDACTED]

**Freedom of Information Request**

Thank you for your email of 01 June 2015 requesting information under the Freedom of Information Act 2000 (FOIA).  You asked:

“1) the number of premium phone lines, chargeable 08 business rate numbers and directory enquiry numbers operated by the department and what each is used for (for example, what departmental service the line is used to access). Please follow [the Ofcom definitions](http://consumers.ofcom.org.uk/phone/how-much-does-a-phone-call-really-cost/).

2) the number of premium phone lines, chargeable 08 business rate numbers and directory enquiry numbers operated by the department since Thursday 6 May 2010, but no longer operated by it and what each was used for

~~3) the number of calls made to each in 1) and 3) and the total cost to callers, broken down by calendar year~~

3) the number of calls made to each in 1) and 2) and the total cost to callers, broken down by calendar year.

4) the revenue for the department from the calls in 3), broken down by line and by calendar year (should the figure be different to that in 3)).”

We have now completed our search for information and I can tell you that we do not hold the information you have requested.

The Office of the Advocate General's telephony is provided by the Scottish Government. All requests for information in relation to telephony services should be submitted to them.

You can use the link below to go to their FOI site.

<http://www.scotland.gov.uk/About/Information/FOI>

You may, if dissatisfied with the treatment of your request, ask the Office of the Advocate General 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 the Advocate General, Victoria Quay, Edinburgh, EH6 6QQ.

If following the internal review you remain dissatisfied with the treatment of your request by OAG then you may take your complaint to the Information Commissioner, whose address is Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.  Details of the complaints procedure can be found here:

<http://www.ico.gov.uk/complaints/freedom_of_information.aspx>

Yours sincerely

[REDACTED]