

Reference: 632752

Jerin John
Information Rights Adviser
Information.requests@ofcom.org.uk

12 November 2018

Freedom of Information: Right to know request

Thank you for your additional request for information about the national single non-emergency call number (“SNEN”) 101 after responding to your previous request on 10 October.

This was received by Ofcom on 16 October and it has been considered under the Freedom of Information Act 2000.

You asked:

At paragraph 5.18 of the attached document on the 101 number for their views on the proposed tariff. Please may you share any responses you received from telephone operators or their industry representatives in response to that question.

We understand you are referring to the statement *National Single Non-Emergency Number: Designating Number “101”* published 8 March 2006:

https://www.ofcom.org.uk/_data/assets/pdf_file/0019/40951/snen_statement.pdf. On pages 11-13, paragraphs 6.5-6.22, we set out the submissions that Ofcom received in relation to the consultation question on the proposed tariff in paragraph 5.18 of the consultation document and Ofcom’s response. Unfortunately, we no longer hold the actual response documents.

If you have any queries, please contact information.requests@ofcom.org.uk. Please remember to quote the reference number above in any future communications.

Yours sincerely,

Jerin John

If you are unhappy with the response or level of service you have received in relation to your request from Ofcom, you may ask for an internal review. If you ask us for an internal review of our decision, it will be treated as a formal complaint and will be subject to an independent review within Ofcom. We will acknowledge the complaint and inform you of the date by which you might expect to be told the outcome.

The following outcomes are possible:

- the original decision is upheld; or
- the original decision is reversed or modified.

Timing

If you wish to exercise your right to an internal review **you should contact us within two months of the date of this letter**. There is no statutory deadline for undertaking internal reviews and it will depend upon the complexity of the case. However, we aim to conclude all such reviews within 20 working days, and up to 40 working days in exceptional cases. We will keep you informed of the progress of any such review. If you wish to request an internal review, you should contact:

Corporation Secretary
Ofcom
Riverside House
2a Southwark Bridge Road
London SE1 9HA

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