

Request for Information

Thank you for your request for information dated 11 August for the number of complaints made regarding BT's emergency call-handling provision in the years 2013 to 2015 and the cost of BT providing the 999 emergency call handling service. This has been considered under the Freedom of Information Act 2000 ('the Act').

We can neither confirm or deny we hold information about complaints that might have been made regarding BT's emergency call-handling provision as this is exempt from disclosure under Section 44 of the Act. This prevents us releasing information about a business if another act has said that we shouldn't - in this case Section 393(1) of the Communications Act 2003. Section 44 is an absolute exemption under the Act and does not require a public interest test.

With regard to the cost of BT providing the 999 emergency call-handling provision in terms of cost per call and cost per head of population, we do not hold this information. You could try contacting BT to see if they can help.

Kind regards
Julia Snape

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 exception cases. We will keep you informed of the progress of any such review. If you wish to request an internal review, you should contact:

Steve Gettings
The Secretary to the Corporation
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