

## Request for Information

Thank you for your request for information dated 17 November about calls to 101 which we have considered under the Freedom of Information Act 2000.

You asked:

*Please can you provide information about how much is the total cost of all calls made to 101 and direct Police /Constabulary Numbers. In 2014, 15 and 16.*

- 1. I would like this information for the whole of the UK but by region will suffice.*
- 2. I would also like to know if mobile operators charge different rates for these calls - what are they?*
- 3. If you have any information about departments or people looking at expenses incurred by civilians, please can you make this available too”.*

Ofcom does not regulate the cost of calls to 101 numbers or hold information on the volume of calls made to 101 numbers and the total cost of calls made by the public.

You may wish to make further enquiries with the Home Office <https://www.gov.uk/government/organisations/home-office> (who requested the designation of 101) for further information on 101 calls and/or Vodafone who is the provider of the service.

I hope this information is helpful.

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 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:

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

