

Reference: 376053

16 February 2017

Julia Snape
Information requests

information.requests@ofcom.org.uk

Freedom of Information: Right to know request

Thank you for your request for information dated 6 January about meetings Ofcom has had with respondents to the consultation on silent and abandoned calls which has been considered under the Freedom of Information Act 2000 ('the Act').

You asked:

I would like to request any documents about meetings Ofcom has had with respondents to the consultation, including emails and/or letters about arranging such meetings and minutes of the meetings. My request covers the period from the date the consultation commenced (2 December 2015) to the date the consultation document was published (20 December 2016).

Please find attached Ofcom's notes of the meetings we had with various stakeholder respondents to the consultation. These are not minutes approved by the stakeholders but Ofcom's internal notes. We are able to disclose these on the basis they are part of the response to a public consultation, but names of individuals outside of Ofcom have been redacted from the notes on the basis of Section 40 of the Act which relates to personal information.

We do hold other information falling within your request – emails or other correspondence arranging those meetings. Unlike the meeting notes themselves, we are unable to disclose this information as it is exempt under Section 44 of the Act.

This section of the Act prohibits release of information if another enactment has said that it should not be disclosed. In this case, section 393 of the Communications Act 2003 prohibits disclosure of information relating to businesses. Unlike the meeting notes themselves, this information is not part of the response to the public consultation and so falls within this statutory prohibition and we are unable to disclose it.

Section 44 is an absolute exemption under the Act and does not require a public interest test. Other exemptions may also apply.

Please quote the above reference in any future communication.

Yours sincerely

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