

**From:** [REDACTED]  
**Sent:** 08 February 2012 08:39  
**To:** [REDACTED]  
**Subject:** FOI Reply 374

## FOI Reply 374

Thank you for your email received in the Scotland Office on 19 January 2012.

You asked for the following information under the Freedom of Information Act 2000:

*I would like to know the cost and the number of calls made from staff at your organisation to:*

- a) the Speaking Clock (BT number 123)*
- b) Directory inquiries (Any number beginning with 118)*

*in the financial years 2009/10 and 2010/11.*

The Scotland Office has completed its search for information.

Calls made from Scotland Office land lines to the Speaking Clock (BT number 123) and to Directory inquiries (any number beginning with 118) are call barred.

The Scotland Office also has a contract for the provision of mobile phones. This contract also includes our sister organisation, the Office of the Advocate General for Scotland. Information on the use of calls made to the Speaking Clock (BT number 123) and to Directory inquiries (any number beginning with 118) for the requested periods are as follows;

Year	Type	Number of calls	Cost
2009/10	Directory inquiries (any number beginning with 118)	29	£50.45
	the Speaking Clock (BT number 123)	0	£0
2010/11	Directory inquiries (any number beginning with 118)	5	£19.12
	the Speaking Clock (BT number 123)	3	£0.27

I hope you find this helpful.

If you are dissatisfied with the decision made in relation to your request you may ask for an internal review. A request for an internal review should be addressed to:

FOI Officer  
 1 Melville Crescent  
 EDINBURGH  
 EH3 7HW

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 contact details are:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
CHESHIRE  
SK9 5AF

If you have any queries about this letter please contact me.

Yours sincerely

[Redacted]  
Scotland Office  
[Redacted]  
1 Melville Crescent  
Edinburgh  
EH3 7HW

-----Original Message-----

From: [Redacted]  
Sent: 19 January 2012 15:37  
To: [Redacted]  
Subject: FOI request: Speaking Clock and Directory Inquiries

Dear Sir or Madam

I would like to make a request under the Freedom of Information Act.

I would like to know the cost and the number of calls made from staff at your organisation to:

- a) the Speaking Clock (BT number 123)
- b) Directory inquiries (Any number beginning with 118)

in the financial years 2009/10 and 2010/11.

Thanks and best wishes

[Redacted]

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[Redacted]

[Redacted]

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This email has been received from an external party and

has been swept for the presence of computer viruses.

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