



Corporate Review Department
Information Management Section
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Friday, 16 October 2009

Dear Mr Walgrove

FOI Reference No : FOI-20094/5557

Thank you for your email dated and received by my office on the 16 Oct 2009. You have requested the following information under the terms of the Freedom of Information Act 2000:

Dear Sir or Madam,

Please disclose (FOI Act 2000) all documents and notes on this matter.

Why do you use 0845 numbers?

What is the equivalent geographical number?

What revenue do you receive per minute and in total from the use of 0845 numbers?

Are you aware of the revenue collected by your telecom provider, from your callers?

Have you considered the revised COI guidelines?

If so, what conclusions did you come to?

Do you realise that all calls (local/national) cost the same?

Do you realise that 0845 numbers now offer no cost advantage to callers, irrespective of their location, only disadvantages?

Are you aware of the cost implications to your callers, when using 0845 numbers?

Yours faithfully,

Mr E Walgrove

Your request will now be considered and you will receive a response within the statutory timescale of 20 working days as defined by the Act, subject to the information not being exempt or containing a reference to a third party. In some circumstances West Yorkshire Police may be unable to achieve this deadline. If this is likely you will be informed and given a revised time-scale at the earliest opportunity.

In exceptional circumstances, there may be a fee payable for the retrieval, collation and provision of the information you have requested. If this is the case you will be informed and the 20 working day timescale will be suspended until we receive payment from you. If you chose not to make a payment then your request will remain unanswered.

Yours sincerely

Bronwen Salmon

Freedom of Information Project Officer

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Steven Harding

Head of Information Management

The information supplied in connection with this application will be used for the purpose of the administering of this request and to ensure the accuracy of Police systems.