



Information Rights

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Mr A Willmore

Via email: [request-376091-523708ee@whatdotheyknow.com](mailto:request-376091-523708ee@whatdotheyknow.com)

10 January 2017

Dear Mr Willmore

**Request for Information – RFI20162323**

Thank you for your request of 8<sup>th</sup> December 2016 under the Freedom of Information Act 2000 ('the Act') seeking the following information:

*"Please provide a month-by-month list showing the number of Direct Debit cancellations received by TV Licensing in respect of television licences for January 2016 through to the latest month in 2016 for which you have data available."*

Please note that "TV Licensing" is a trade mark used by companies contracted by the BBC to administer the collection of television licence fees and enforcement of the television licensing system. The majority of the administration of TV Licensing is contracted to Capita Business Services Ltd ('Capita'). Over-the-counter services are provided by PayPoint plc ('PayPoint') in the UK, and by the Post Office in the Isle of Man and Channel Islands. Marketing and printing services are contracted to Proximity London Ltd. Media services are contracted to Media Planning Limited trading as Havas Media UK. The BBC is a public authority in respect of its television licensing functions and retains overall responsibility.

Please see the attached [Disclosure document](#) containing the volume of monthly Direct Debit cancellations received by TV Licensing during the calendar year 2016 for which data is available. Please note that the figures relate to licences in force at the time of the cancellation: any overpaid funds resulting from a licence cancellation are automatically returned to the customer's bank account.

**Appeal Rights**

If you are not satisfied that the BBC has complied with the Act in responding to your request you have the right to an internal review by a BBC senior manager or legal adviser. Please contact us at the address above, explaining what you would like us to review under the Act and including your reference number. If you are not satisfied with the internal review, you can appeal to the Information Commissioner. The contact details are: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow SK9 5AF. Tel: 0303 123 1113 (local rate) or 01625 545 745 (national rate) or see <http://www.ico.org.uk/>.

Kind regards

Rupinder Panesar

**Freedom of Information Advisor, TV Licensing Management Team**

