



*Directly Operated Railways Limited*

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*London WC2B 4AN*

*T: 020 7904 5043*

*W: [www.directlyoperatedrailways.co.uk](http://www.directlyoperatedrailways.co.uk)*

I Madder  
request-43759-3ebfec29@whatdotheyknow.com

2 September 2010

Dear Sir or Madam

**Request for Information under the Freedom of Information Act 2000 – East Coast Main Line Company Limited (“East Coast Mainline”)**

Thank you for your email request dated 6 August 2010 at 02.26am addressed to Directly Operated Railways Limited. Directly Operated Railways Limited does not operate any NGN numbers but we believe that the information you have requested relates to East Coast Main Line Company Limited (“East Coast Mainline”) which is a wholly owned subsidiary of Directly Operated Railways Limited. Accordingly the information below relates to East Coast Mainline. The information you requested is as follows:

1. East Coast Mainline has non-geographical numbers assigned for its use from 0845 059 3000 to 0845 059 3999. East Coast Mainline also has the following numbers: 08457 225 010, 08457 225 111, 08457 225 125, 08457 225 225, 08457 225 333, 08457 225 444
2. The geographical alternative numbers for the NGNs you have requested are as follows:

0845 059 3302	0203 063 3302
0845 059 3303	0203 063 3303
0845 059 3306	0203 063 3306
0845 059 3314	0203 063 3314
0845 059 3316	0203 063 3316
0845 059 3325	0203 063 3325
0845 059 3326	0203 063 3326
0845 059 3329	0203 063 3329
0845 059 3341	0203 063 3341
0845 059 3342	0203 063 3342
0845 059 3354	0203 063 3354
0845 059 3355	0203 063 3355
0845 059 3383	0203 063 3383
0845 059 3436	0203 063 3436
0845 059 3437	0203 063 3437

*Registered in England.*

*Registered Office:*

*4th Floor, One Kemble Street, London WC2B 4AN.*

*Registered Number: 06950819.*

# DIRECTLY OPERATED RAILWAYS

0845 059 3509	0203 063 3509
0845 059 3560	0203 063 3560
0845 059 3561	0203 063 3561
0845 059 3562	0203 063 3562
0845 059 3615	0203 063 3615
08457 225 111	0191 259 8024
08457 225 333	Opt 1 Out Dial 0191 227 5925
	Opt 2 Out Dial 0191 259 8087
	Opt 3 Out Dial 0191 259 8083
08457 225 125	Opt 1 Out Dial 0191 227 5911
	Opt 2 Out Dial 0191 227 5981
	Opt 3 Out Dial 0191 227 5980
	Default Out Dial 0191 227 5981
08457 225 010	Opt 1 Out Dial 0191 259 8089
	Opt 2 Out Dial 0191 227 5925
08457 225 225	Opt 1 Open Out Dial 02073835564
	Opt 3 Out Dial 01912598024
	Default Out Dial 01912275925
	Action 1 Opt 1 Out Dial 02073835564
	Action 1 Opt 2 Open Out Dial 1912275945
	Opt 2 Opt 1 Out Dial 01912275980
	Opt 2 Opt 2 Out Dial 01912598089
	Opt 2 Opt 3 Out Dial 01912275944
	Opt 2 Opt 4 Out Dial 0191227 5943
	Opt 2 Opt 5 Out Dial 01912275944
	Opt 2 Opt 6 Out Dial 01912275925
	Opt 4 Opt 1 Out Dial 01912275925
	Opt 4 Opt 2 Out Dial 01912275944
	Opt 4 Opt 3 Out Dial 01912598083

3. East Coast Mainline is a UK based train operator. Overseas customers can purchase tickets online and can contact East Coast Mainline by email from overseas locations. East Coast Mainline recognises that overseas callers cannot contact the Company using non-geographical numbers but believes the alternative contact options are adequate.
4. East Coast Mainline receives rebates of approximately £2000 per month from the operation of non-geographical numbers.
5. The original tender for the NGNs was undertaken in 2006 by GNER, the east coast mainline franchise holder at the time. The tender documentation is the property of GNER. The contents of this tender documentation have been withheld from disclosure because the information is exempt from disclosure under section 43(2) FOIA. Commercial interests of East Coast Mainline and/or third parties are likely to be prejudiced in two respects:

# DIRECTLY OPERATED RAILWAYS

- Third parties such as private rail franchise operators would have a competitive advantage over East Coast Mainline as this information may enable them to negotiate preferential terms from service providers and
- Service providers could gain knowledge of the procurement details and process which would give them an unfair advantage when tendering for contracts.

East Coast Mainline has applied the public interest test. It has recognised that there is a public interest in general in public authorities being as transparent as possible about their policies and procedures and the management of their finances. However it has also considered the need for public authorities to safeguard the interests of taxpayers by ensuring that they maintain effective systems to ensure that contracts are negotiated in the best interests of the Company. East Coast Mainline has therefore decided that the public interest in maintaining the exemption outweighs the public interest in disclosing the information. This is because East Coast Mainline believes that the commercial damage which could be caused by the disclosure of procurement documents could have a detrimental effect on its ability to negotiate contract terms and conditions with suppliers and so taxpayers and the general public could suffer as a result.

6. The cost of calling NGNs varies according to the tariff of the customers' service providers and the individual customers' tariff plan. East Coast Mainline is aware that current guidance is that companies should make customers aware of call charges and is keen to follow best practice in this area. As a first step we are reviewing where and what we communicate regarding 0845 numbers. We are drafting wording that can be used on all our communications and will update those that can be changed quickly. To reprint all our communications literature will have significant cost implications so our literature will be updated as and when it is changed in the normal schedule of communications reprints.

If you are not satisfied with the response to this request you have the right to ask East Coast Mainline to review its response. If you wish to do so you should contact me and request this. If you exercise that right and are not satisfied with the outcome of the review you have the right to complain to the Information Commissioner by contacting: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF. Telephone: 0845 306060 or 01625 545745 Website: [www.ico.gov.uk](http://www.ico.gov.uk).

Yours faithfully



Rowena Nixon  
Company Secretary