



FREEDOM OF INFORMATION REQUEST



Request Number: F-2017-02054

Keyword: Organisational Information/Governance

Subject: Profit from 101 Calls

Request and Answer:

Question

Ref: FOI-2017-01589

Thank you for this information, could you tell me who does profit from the 101 calls please?

Answer

Searches were conducted however these searches failed to locate any records or documents relevant to your request based on the information you have provided. Accordingly, I have determined that the Police Service of Northern Ireland does not hold the information to which you seek access.

As stated in the response to F-2017-01589, the PSNI do not derive any income from the 101 service. With regards to the query as to who profits from 101, we are unable to answer that as 101 is delivered by Vodafone. Vodafone deliver the 101 service nationally and not just in Northern Ireland and we do not hold any information on whether they make a profit or is it delivered at cost etc.

If you have any queries regarding your request or the decision please do not hesitate to contact me on 028 9070 0164. When contacting the Freedom of Information Team, please quote the reference number listed at the beginning of this letter.

If you are dissatisfied in any way with the handling of your request, you have the right to request a review. You should do this as soon as possible or in any case within two months of the date of issue of this letter. In the event that you require a review to be undertaken, you can do so by writing to the Head of Freedom of Information, PSNI Headquarters, 65 Knock Road, Belfast, BT5 6LE or by emailing foi@psni.pnn.police.uk.

If following an internal review, carried out by an independent decision maker, you were to remain dissatisfied in any way with the handling of the request you may make a complaint, under Section 50 of the Freedom of Information Act, to the Information Commissioner's Office and ask that they investigate whether the PSNI has complied with the terms of the Freedom of Information Act. You can write to the Information Commissioner at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. In most circumstances the Information Commissioner will not investigate a complaint unless an internal review procedure has been carried out, however the Commissioner has the option to investigate the matter at his discretion.

Please be advised that PSNI replies under Freedom of Information may be released into the public domain via our website @ www.psni.police.uk

Personal details in respect of your request have, where applicable, been removed to protect confidentiality.