



Information Policy & Compliance
bbc.co.uk/foi

Nath
request-36394-897dc67f@whatdotheyknow.com

7 December 2010

Dear Nath,

Request for Information – RFI20100774

Please find attached the revised ASK Helpscript document following the BBC's 25 November 2010 Internal Review decision. Please accept my apologies for the delay in provided this document. Please also note the following:

1. All text previously redacted, and now disclosed, is noted in **blue** text.
2. One page 287 (Dealing with common objections), under the objection "It's not my TV" / "The landlord sorts it out" it is noted that the visiting officer will interview whoever is there. This means that the visiting officer will interview any respondent at the address.
3. The large majority of website issues listed on pages 487-498 have now been resolved.

Yours sincerely,

Dan McGregor
Senior Policy Adviser, TV Licensing Management Team



INVESTOR IN PEOPLE