



Information Policy & Compliance

bbc.co.uk/foi bbc.co.uk/privacy

Philip Downer

By email: request-258460-f7c447bl@whatdotheyknow.com

15 April 2015

Dear Mr Downer,

Freedom of Information Act 2000 – RF120150435

Thank you for your request under the Freedom of Information Act ('the Act') of 16 March 2015, seeking:

“ Please can you provide historical service status results indicating when there has been a fault on iPlayer i.e. when it has served up the iPlayer unavailable message, and how long the fault persisted.”

We estimate that to deal with your request would take more than two and a half days; under section 12 of the Act, we are allowed to refuse to handle the request if it would exceed the appropriate limit. The appropriate limit has been set by the Regulations (SI 2004/3244) as being £450 (equivalent to two and a half days work, at an hourly rate of £25). If you would like to submit a narrowed request, we would be happy to consider it. For example you may consider narrowing your request in one of the following ways: only including instances where a fault with iPlayer has served up an “iPlayer unavailable” message to all users attempting to access it or; (ii) meant to include all faults with iPlayer.

You may request an internal review of our decision that your request exceeds the appropriate limit. Please contact us at the address above, explaining what you would like us to review 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, Cheshire, SK9 5AF, telephone 01625 545 700 or see www.ico.org.uk

Yours sincerely,

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