
From:
Sent: 18 November 2013 10:02
To: ; Sian Healey
Cc:
Subject: Social media update: web issues

Hi both,

Ahead of call this morning – the following forums or sites have picked up on the website crash:

TV Licence Resistance Facebook page – 2,000+ likes, 300+ shares of a message about the crash

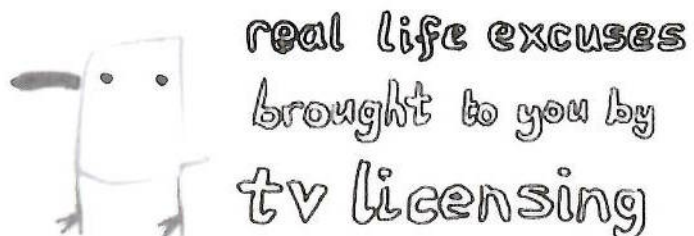
Thanks, speak soon

PR Manager, TV Licensing

Phone:

Email:

Twitter: Follow [@TVLicensingNews](https://twitter.com/TVLicensingNews) for news and updates



View the new 'Excuses' campaign on our new YouTube channel – youtube.com/TVLicensing

From:
Sent: 11 December 2013 17:44
To: TVL communications
Subject: RFI20131845 - FOI request TVL resistance group

Hi all

I've received the following FOI request regarding the TV Licence Resistance Facebook group:

The "TV Licence Resistance" Facebook Group, which actively discourages payment of the TV licence fee by both legal/illegal methods, only came into existence in May/June 2013. It has already attracted more than 36,000 Facebook likes.

Please provide all information the BBC holds about the "TV Licence Resistance" Facebook Group:
<https://www.facebook.com/dontpaybbcscumtax>

This includes any relevant information held in BBC/TV Licensing email accounts, memos, documents or handwritten notes. It includes all information that specifically mentions or relates to the "TV Licence Resistance" Facebook Group.

Please can you let me know if you have anything relating to this Facebook group in your emails or files? Nicole has already pulled out her weekly media emails which refer the group so you can exclude these from your searches.

Thanks

From:
Sent: 11 February 2014 13:55
To:
Subject: Business Unit update

Hiya

I was going to send these to my business unit lead (Retention).

- **WOIRA** – There have been 12 mentions of WOIRA on social media during January 2014. This includes 4 mentions from 'TV Licensing Resistance' Facebook Page which has over 44,000 'likes'.

Thanks

From:
Sent:
To:
Subject:

From:
Sent: 14 March 2014 11:52
To:
Subject: Market Research - NLN

The popular Facebook group 'TV Licence Resistance' have just posted a comment asking 'why don't you pay your TV Licence'

https://www.facebook.com/dontpaybbcscumtax?hc_location=timeline#!/dontpaybbcscumtax/posts/591032320980541?stream_ref=10

This is great free Market Research into why people aren't paying their TV Licence. It received over 500 comments.

Feel free to share with those you think might benefit.

Cheers,

Digital Public Relations Advisor, TV Licensing

Phone:

Email:

Twitter: Follow [@TVLicensingNews](#) for news and updates

Read about the nation's changing TV viewing habits in [TeleScope 2014](#) and discover the personalities behind the voices of some of the UK's favourite children's TV characters on our [YouTube channel](#).



BEHIND THE VOICES

BRINGING TO LIGHT TV LICENSING

-----Original Message-----

From:

Sent: 21 March 2014 18:10

To: TV Licensing PR Support
Subject: TV Licence

Dear Sir/Madam,

I was quite shocked to see a Facebook Page today which is telling people to actively break the law

<https://www.facebook.com/dontpaybbcscumtax>

If I have to pay my TV Licence then everyone else should so I hope action is going to be taken.

From: [REDACTED]
Sent: 13 May 2014 13:28
To: TVL communications
Subject: TV Licence Resistance Facebook - VO procedures posted online
Importance: High

Hi all

It's just been brought to my attention that several pages of the un-redacted Visiting Officer Procedures have been posted on the TV Licence Resistance Facebook page - <https://www.facebook.com/dontpaybbcsumtax>

| **Freedom of Information Advisor** | BBC TV Licensing Management Team | The Lighthouse,
Media Village, 201 Wood Lane, London W12 7TQ |

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BEHIND THE VOICES

PRESENTED BY KATE WILKINSON

From:
Sent: 09 June 2014 12:29
To: TVL communications
Cc:
Subject: Incomign FOIs

Hi all

Please see below the full text of the FOIs received last week:

RFI20140873 (Public)

"[1] Please confirm or deny that (1) The BBC or (2) Capita Business Services Limited (Trading [under licence] as ""TV Licencing""") acting on behalf of The BBC or (3) The BBC Trust is aware of an internet-based campaign purportedly against The TV Licence - whose website / page address is: www.facebook.com/dontpaybbcscumtax... and that call themselves or itself: ""TV Licence Resistance"" being a campaign group with (at the time of writing) close to 60,000 ""members"".

[2] If it can be confirmed that either The BBC or The BBC Trust or Capita Business Services (TV Licensing) IS aware of the said campaign please also confirm or deny that any person at or from or on behalf of either organisation is charged with or regularly do monitor the campaign's facebook page.

[3] If such a person IS tasked with monitoring the ""TV Licence Resistance"" facebook page, please confirm what, (if any) action does The BBC or The BBC Trust or Capita Business Services Limited (trading as TV Licencing) undertake as part of that monitoring."

RFI20140875 (WDTK)

Please release in full all information held by the BBC in regards to the Facebook Page www.facebook.com/dontpaybbcscumtax. The name of the page is tv licence resistance.

2) is the page monitored by the BBC or any subcontractors and is any information gathered from this monitoring

3) if the answer to 2 is yes, how is the information used."

Freedom of Information Advisor | BBC TV Licensing Management Team | The Lighthouse,
Media Village, 201 Wood Lane, London W12 7TQ

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BRUGHT TO YOU BY TV LICENSING