

Mr I Tyes
Sent by email

DWP Central Freedom of Information Team

e-mail: freedom-of-information-rexxxxx@xxx.xxx.xxx.xx

Our Ref:1931

DATE: 11 May 2012

Dear Mr Tyes,

Thank you for your Freedom of Information request received on 08 May 2012. You asked:

"Your various departments have 0345, 0845 or equivalent contact numbers, which are not normally included in callers' 'free-minutes' packages and can be expensive to call (up to 40p/minute). Plus it is normal to have a long (chargeable) wait on hold before speaking to someone. On what legal basis are you requiring callers to pay to access your services? Even 0800 numbers cost mobile phone users to call".

You can expect a reply by 07 June 2012 unless we need to come back to you to clarify your request or the balance of the public interest test needs to be considered.

If you have any queries about this letter please contact us quoting the reference number above.

Yours sincerely,

DWP Central Fol Team

Your right to complain under the Freedom of Information Act

If you are not happy with this response you may request an internal review by e-mailing freedom-of-information-request@dwp.gsi.gov.uk or by writing to DWP, Central Fol Team, 5th Floor The Adelphi, 1-11, John Adam Street, London WC2N 6HT. Any review request should be submitted within two months of the date of this letter.

If you are not content with the outcome of the internal review you may apply directly to the Information Commissioner's Office for a decision. Generally the Commissioner cannot make a decision unless you have

exhausted our own complaints procedure. The Information Commissioner can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow Cheshire SK9 5AF www.ico.gov.uk