



Information Policy & Compliance
bbc.co.uk/foi bbc.co.uk/privacy

Wayne Pearsall
Via email: request-187632-d7c6aea2@whatdotheyknow.com

29 January 2014

Dear Mr Pearsall

Request for Information – RFI20131793

I write further to my partial response dated 23rd December 2013 to your request of 1st December 2013 under the Freedom of Information Act 2000 ('the Act'). I am now responding to the remaining parts of your request detailed below. I note that we have not provided you with a full response within the 20-working-day period set by the Act and this response has taken longer than expected. Please accept my apologies for this delay.

"I previously informed your team in September 2013 that I no longer required a TV License, as I was leaving the UK. I was subsequently told that I would require proof that I have left the UK before being issued with a refund of the six months payments upon my account / tv license.

I am now writing to request stored information.

1) I would like the release of your latest customer care assistant / customer service / helpline staff call scripts / responses (pre-planned [sic] responses to customer queries) and training materials ETC.

1)a) If this script has changed since Sept 2013, please provide all amended versions."

Please note that "TV Licensing" is a trade mark used by companies contracted by the BBC to administer the collection of television licence fees and enforcement of the television licensing system. The majority of the administration of TV Licensing is contracted to Capita Business Services Ltd ('Capita'). Over-the-counter services are provided by PayPoint plc ('PayPoint') in the UK, and by the Post Office in the Isle of Man and Channel Islands. Marketing and printing services are contracted to Proximity London Ltd. Media services are contracted to Mediaedge:CIA International Limited ("MEC"). The BBC is a public authority in respect of its television licensing functions and retains overall responsibility.

Questions 1 and 1a)

Please note that we have interpreted these parts of your request as meaning customer service help scripts concerning refunds. I attach as Disclosure Document 1 relevant recorded information contained in the

current TV Licensing ASK Helpscript. Please note that some of this information, including information on goodwill payments as they relate to refunds, is out of date. This guidance no longer applies.

We have removed all information that is not relevant to your request including internal instructions for staff. The disclosure document also contains some non-functioning hyper-links which either refer to other information contained in the document or to internal instructions for staff. Please also note that, on a small number of occasions, information has been redacted under section 40(2) of the Act because this constitutes personal data.

Appeal Rights

If you are not satisfied that the BBC has complied with the Act in responding to your request you have the right to an internal review by a BBC senior manager or legal adviser. Please contact us at the address above, explaining what you would like us to review under the Act 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 <http://www.ico.gov.uk/>.

Kind regards

Rupinder Panesar

Freedom of Information Advisor, TV Licensing Management Team

