



Date: 23 June 2005

Dear

I am writing to confirm that the Agency has completed its search for the information you requested on 25 May 2005.

You have requested “*details of the amount of revenue generated from the Agency’s use of non-geographic (0870) numbers and a rough number of the total calls received.*”

I can confirm that, for the accounting period 2004-2005, we received £1.3 million from phone calls to our 0870 numbers.

We received up to 19 million calls for the same period including calls to the 0870 numbers, calls to our Premium Rate Services, which is different to the general enquiry lines, and services we provide to the Post Office® and other Government Departments.

If you are unhappy with the way DVLA has handled your request or with the decisions made in relation to your request you may complain by writing to me. Please see the attached details of the Department for Transport’s complaint procedure.

If you have any queries about this e-mail, please contact me quoting the above reference number in any future communications.

Yours sincerely



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An executive agency of the  
Department for  
**Transport**

## **DEPARTMENT FOR TRANSPORT'S (DfT) COMPLAINT PROCEDURES**

You have the right to complain about the way in which your request for information was handled and/or about the decision not to disclose all or part of the information requested. In addition a complaint can be made that DfT has not complied with its FOI publication scheme.

Your complaint will be acknowledged and you will be advised of a target date by which to expect a response. Initially your complaint will be re-considered by the official who dealt with your request for information. If, after careful consideration, that official decides that his/her decision was correct, your complaint will be automatically referred to a senior independent official who will conduct a further review. You will be advised of the outcome of our complaint and if a decision is taken to disclose information originally withheld this will be done as soon as possible.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF