



Information Policy and Compliance
bbc.co.uk/foi

Mr
Via email:

22 October 2007

Dear Mr

Freedom of information request – RFI2007000813

Thank you for your request dated 26 September 2007 seeking further information about TV Licensing. Your request is being dealt with under the Freedom of Information Act 2000 (“the Act”). In your request you asked the following (I have numbered your questions for ease of reference):

Further to your correspondence of 6th September 2007 can you provide me with the following details,

1. *Date on which the technical error in your IT system began.*

The technical error to the relevant IT system began in around February 2007.

2. *Date on which this error became apparent.*

The date on which the IT error became apparent to the BBC was 30 August 2007.

3. *Date on which this error was rectified.*

The error was rectified on 30 August 2007, with a manual work-around being agreed until more systematic changes could be made (these are ongoing).

4. *Nature of this error.*

There are many routes via which a customer can send a RFI to TV Licensing. One of these is the TVL FOI inbox at foi@tvlicensing.info, to which you e mailed your original request (ref 2007000753) on 22 June 2007.



INVESTOR IN PEOPLE

This address is currently hosted by BBC TVL's public relations partner, Fishburn Hedges (FH). FH have their IT infrastructure set up in such a way that the FOI inbox automatically forwards received emails to a member of their staff. In this way, the FH team can keep up-to-date with all FOI requests which come to TVL through this route.

Unfortunately, a problem with FH's IT systems has occurred, whereby their anti-virus software blocked the relevant member of staff from receiving any e mail forwards from the FOI inbox since February 2007.

The BBC TVL Team became aware of this issue when another customer wrote directly to the BBC, complaining that his requests to the FOI inbox had gone unanswered. At the request of the BBC, FH investigated the problem on 30 August 2007 and discovered a number of unanswered emails and RFIs, one of which was from yourself.

5. *Number of Fol requests affected by this error.*

Nine FOI requests were unfortunately affected by this error. All have now been responded to, with apologies for the error also included in the responses.

6. *You have stated that my request was inadvertently overlooked, could you please explain "inadvertently overlooked".*

Please see my answers above for a full explanation of the situation.

Appeal rights

If you are not satisfied with this response you have the right to an internal review by a BBC senior manager or legal adviser. Please contact us at the address provided, 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 <http://www.ico.gov.uk/>

I hope this response is helpful.

Yours sincerely,

Natalie Saunderson
Policy Adviser
BBC TV Licensing Management Team