



Information Policy and Compliance
bbc.co.uk/foi

Via email: _____

29 October 2007

Dear Mr Brooks,

Freedom of information request – RFI2007000832

Thank you for your request dated 3 October 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 would like to enquire about the amount of money the BBC retained as partial quarters of TV licence refunds in the last financial year.

I should begin by emphasising that there is no entitlement in law for any refund on a television licence. Section 365(3) of the Communications Act 2003 gives the BBC a discretionary power to refund payments made in respect of a television licence, although it has always been our policy to allow refunds under certain specific circumstances. The BBC has also greatly extended the opportunity for refunds in recent years. Before we became the Licensing Authority in 1991, refunds were only payable if a person ceased to use television within the first 28 days.

As you may know, in the case of a person who ceases to use their television, a refund can be given on any complete unexpired quarters remaining on the licence, provided there is no intention to use television again before the expiry date. I assume your question therefore refers to people who had ceased use of their television but did not have a complete unexpired quarter remaining on the licence, and how much money the BBC would have paid in refunds should these people have been entitled to make a claim.

Unfortunately, no recorded information is held on this matter as the number of people who ceased to use their television with less than a quarter remaining and did not receive a refund cannot be known. However, I can confirm that in the year 2006-07 a total of 208,607 refunds were issued. This figure includes refunds given to all types of customer (not just people who ceased to use their television).



INVESTOR IN PEOPLE

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