



Information Policy and Compliance
bbc.co.uk/foi

Via email:

29 October 2007

Dear Mr

Freedom of information request – RFI2007000824

Thank you for your request dated 01 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:

If legislation says that instalment payments must be completed within six calendar months, then why on the quarterly direct debit scheme do you pay it over one year?

Please note that “TV Licensing” is a trading name 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 (which undertakes the majority of the administration of the TV Licensing system), with the administration of our cash related payment schemes contracted to Revenues Management Services Ltd (RMS). PayPoint Network Ltd and PayPoint Collections Ltd are contracted to provide over-the-counter services. The marketing and public relations activities are contracted to the AMV Consortium. The consortium is made up of the following four companies: Abbott Mead Vickers BBDO Ltd, Fishburn Hedges Boys Williams Limited, PHD Media Limited and Proximity London Ltd. The BBC is a public authority in respect of its television licensing functions and retains overall responsibility.

I should clarify that there are a number of ways in which customers can pay for a TV licence.

Both the monthly direct debit scheme and the Cash Easy Entry scheme are payable over a period of six months. These schemes are set down in the Communications (Television Licensing) Regulations 2004. This legislation states that instalment payments must be completed within six calendar months in respect of these two payment methods.



INVESTOR IN PEOPLE

However, the quarterly direct debit scheme is payable over a year, with the legislation specifying that the last instalment should be received on the first day of the ninth month of the licence.

Further information on ways to pay for your TV licence can be found at <http://www.tvlicensing.co.uk/waystopay/index.jsp>.

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