

Reference: 01473073

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Freedom of Information request: Right to know request

Thank you for your request for information concerning downloads and calls to the 999 BSL app. Your request was received on 1 July 2022 and we have considered it under the Freedom of Information Act 2000.

Your request

How many downloads of the 999 BSL app have been made from its launch on 17 June 2022 to 30 June 2022 inclusive? (Please break this down by iOS and Android downloads, if possible.)

How many calls have been made to the 999 BSL service from its launch on 17 June 2022 to 30 June 2022 inclusive? (Please break this down by platform, if possible - e.g. Android, iOS, website.)

Our response

We can confirm that we do currently hold the information requested. However we are prohibited under section 393 of the Communications Act 2003 ('the Act') from disclosing information about a business which we have obtained in the course of exercising a power conferred by, among other legislation, the Act, unless we have the consent of that business or one of the statutory gateways under section 393(2) of the Act is met, neither of which applies here. In this case, the relevant business is Sign Language Interactions.

Under section 44(1)(a) of the FOI Act, information is exempt from disclosure if its disclosure is prohibited under another enactment – in this case, this would be section 393 of the Act (set out above). Section 44 is an absolute exemption and therefore is not subject to a public interest test.

We also consider that other exemptions under the FOI Act would also be applicable here.

Ofcom has published [reporting requirements](#) for emergency video relay and we explained in these reporting requirements that we would not be making the quarterly reports public as a matter of course.

If you have any further queries, then please send them to information.requests@ofcom.org.uk quoting the reference number above in any future communications.

Yours sincerely

Zach Westbrook

If you are unhappy with the response you have received in relation to your request for information and/or consider that your request was refused without a reason valid under the law, you may ask for an internal review. If you ask us for an internal review of our decision, it will be subject to an independent review within Ofcom.

The following outcomes are possible:

- the original decision is upheld; or
- the original decision is reversed or modified.

Timing

If you wish to exercise your right to an internal review **you should contact us within two months of the date of this letter**. There is no statutory deadline for responding to internal reviews and it will depend upon the complexity of the case. However, we aim to conclude all such reviews within 20 working days, and up to 40 working days in exceptional cases. We will keep you informed of the progress of any such review. If you wish to request an internal review, you should contact information.requests@ofcom.org.uk

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. Further information about this, and the internal review process can be found on the Information Commissioner's Office [here](#). Alternatively, the Information Commissioner can be contacted at:

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