

Reference: 01471134

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6 July 2022

### Freedom of Information request: Right to know request

Thank you for your request for information concerning non-geographic Service Charges and Access Charges. Your request was received on 27 June 2022 and we have considered it under the Freedom of Information Act 2000.

#### Your request

*For Non Geographic numbers with regulated pricing SC001, etc I need to know the billing increment for each SC number e.g. Are we billing the customer at a pence per second rate or per minute. So as an example if the customer calls one of these numbers for 30 seconds do we bill them for 30 seconds or one minute?*

*There is no guidance on this at all and I'm being told one thing by my billing system provider and another by my wholesale supplier!*

#### Our response

The answer to this is provided under B1.25 on page 13 of our [General Conditions](#) which states:

“For the purpose of calculating the Service Charge Element where the Service Charge comprises or includes a pence per minute rate, the Communications Provider must round up the length of the call to the next nearest whole second for a call lasting less than a whole number of seconds (so that, for example, a call lasting 3 minutes 14.5 seconds would be charged in respect of the Service Charge Element, at the applicable Service Charge multiplied by 3.25).”

I hope this information is helpful. If you have any further queries, then please send them to [information.requests@ofcom.org.uk](mailto: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](mailto: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