



Information Policy & Compliance  
[bbc.co.uk/foi](http://bbc.co.uk/foi)

Mr Hallam

Via email: [request-9438-6eb0459a@whatdotheyknow.com](mailto:request-9438-6eb0459a@whatdotheyknow.com)

14<sup>th</sup> April 2009

Dear Mr Hallam,

### **Freedom of information request – RFI20090435**

Thank you for your request received on 15<sup>th</sup> March 2009 seeking information about TV Licensing. Your request is being dealt with under the Freedom of Information Act 2000 (“the Act”).

As you know, “TV Licensing” is a trade mark 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). Over the counter services are provided by PayPoint plc. 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.

In your request you asked for the following details:

*‘Could you please explain how the supposed signatures of your employees seem to dramatically change from time to time, as documented here <http://www.bbctvlicence.com/TVL-BBC%20hiding%20of%20identities.htm>. I understand that “TV licensing” is a trading name used by the agents contracted by the licensing authority (the BBC). The evidence would indicate that the signatures/authors are fictional, and the letters are computer generated.’*

I can confirm that the people named on our letters are real employees working on behalf of TV Licensing. We do not use their real signatures to prevent fraud.



## **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

Catherine Graves  
Complaints Manager  
BBC TV Licensing Management Team