



A Baron
93C Venner Road
London
SE26 5HU

Our ref: MS802L9
Your ref:

20 July 2009

Dear Sir

Re: Archived Telephone Records

With regards to your letter dated 29th June 2009, enquiring whether telephone records are available for public telephone boxes in Rochester, Kent for 1996. Without a more specific request as to which records you may require I am unable to provide a definite answer as to their availability.

You will appreciate that BT owes a contractual and statutory duty of confidentiality to its customers and takes their privacy very seriously and it is BT's policy not to disclose information about its customers to third parties, which includes the users of public telephone boxes, without lawful obligation.

BT will raise a charge of £86 per hour for preparation of any records in connection with your request and should you require any further clarification or assistance I can be contacted on the numbers shown below.

Yours faithfully,

A handwritten signature in blue ink, appearing to be 'S W Wren', written over a light blue horizontal line.

S W Wren

Stephen Wren
Information Disclosure Manager

BT Group Engineering Services
PP A6G BT Centre
81 Newgate Street
London EC1A 7AJ

tel +44 (0)20 7079 5678
fax +44 (0)20 7079 5656
mob
email

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