

Reference: 01550456

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31 January 2023

Freedom of Information request: Right to know request

Thank you for your request for information concerning the continuation of service provision in the event of administration. Your request was received on 3 January 2023 and we have considered it under the Freedom of Information Act 2000 ('the FOI Act').

Your request

I would like to request the following information in relation to where a telecommunications provider unexpectedly enters administration or otherwise ceases operations:

(1) Whether Ofcom is liable to ensure the continuation of services in such a situation, and if so, what provision Ofcom undertakes in this regard

(2) Whether Ofcom imposes requirements on other telco providers to ensure continuation of services in such a situation, and if so, what these requirements are

Our response

Whilst Ofcom is the communications regulator for the UK you may find it helpful to know that the Office of the Telecoms Adjudicator manages a supplier of last resort process for telecommunications providers which seeks to ensure that in the event of a telecoms reseller entering administration, customers will not suffer a loss of service. You can find further information about this process here: http://www.offta.org.uk/_data/assets/pdf_file/0024/145680/SOLR-Industry-Process.pdf

Finally, there is a universal service obligation imposed on BT, which ensures consumers are able to secure access to a minimum set of communications services at affordable prices if there are no other telecommunications services available. This is further explained here: <https://www.ofcom.org.uk/phones-telecoms-and-internet/information-for-industry/telecoms-competition-regulation/general-conditions-of-entitlement/universal-service-obligation>.

I hope this information is helpful. 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