

Reference: 1562917

Gloria Akinyemi
Information Rights Adviser
Information.requests@ofcom.org.uk

Dear

3 March 2023

Freedom of Information: Right to know request

Thank you for your request for information about the number of people out of contract for broadband and mobiles.

We received this request on 3 February 2023 and have considered it under the Freedom of Information Act 2000 (“the Act”).

Your request

You asked: *‘Do you have the number of people in the UK who are currently out of contract on their mobile and broadband contract?’*

Our response

I have investigated your request and can confirm we do not hold current information for the number of people out of contract on mobile and broadband. You may however find the following resources helpful.

We included some information on the number of broadband customers who were out-of-contract in our [November 2021 Helping customers get better deals: A review of the impact of end-of-contract notifications and pricing commitments by broadband and mobile providers](#) publication, where we said:

- *“The number of broadband customers who were out-of-contract in 2020 fell by around 1.3 million from the previous year. In September 2020, 35% (or 7.4 million customers) were out of contract compared to 40% (or 8.7 million customers) in September 2019.”* (page 5).

In that publication, we also give information on the proportion of mobile customers who were out-of-contract in previous years.

- *“The proportion of mobile customers who were out-of-contract fell slightly from 27% in 2019 to 25% in 2020”* (page 3).

We published more recent data on the proportions of broadband and mobile customers who were out-of-contract in our [December 2022 Pricing trends for communications services report](#).

Whilst the data contained within this publication is more recent, it is based on figures relating to residential customers and from a limited number of providers meaning that the data is not comparable to that published in November 2021 linked above.

In the 2022 Pricing trends for communications services report we said:

- *“Data collected from the UK’s largest mobile providers shows that, overall, 29% of post-pay mobile customers were out of contract at the end of Q2 2022” (page 52).*

Figure 16 in the report (page 28) shows the proportion of residential fixed broadband customers who were out of contract at the end of June 2022 for broadband purchased on a standalone basis and in dual-play (broadband and landline), triple-play (broadband, landline and pay-TV) and quad-play (broadband, landline, pay-TV and mobile) bundles.

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,

Gloria Akinyemi

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