

Reference: 01690234

Information Requests
information.requests@ofcom.org.uk

27 October 2023

Freedom of Information request: Right to know request

Thank you for your request concerning the broadband automatic compensation scheme. Your request was received on 2 October 2023 and we have considered it under the Freedom of Information Act 2000 ('the FOI Act').

Your request & our response

"I am requesting information on the number of service users issued auto compensation under the automatic compensation programme, specifically for missed engineer appointments and delayed installation."

The total number of automatic compensation payments made across all signatories of the Automatic Compensation Scheme ('Scheme') in 2022 were:

- **229,000** for **missed appointments** and
- **512,00** for **delayed provision of a new service**.

This information is set out within our most recent (2022) [Customer Service report](#), which was published in May this year. This Comparing Customer Service report along with previous annual reports containing data on the Scheme can be found on the following Ofcom webpage: [Choosing the best home broadband, mobile and landline provider](#).

The information that we hold includes the *total number of payments made* by the signatories of the Scheme and not the number of service users issued payment. Therefore it is possible that a consumer has received more than one payment within a given year but we do not hold this specific information.

"I am requesting information on the number of these individuals who received the above compensation within the obligated 30 day time frame."

Ofcom does not hold this information. However, we would expect signatories to award all compensation payments within the 30 calendar day timeframe as set out in paragraph 30 of the [Automatic Compensation Scheme Code of Practice](#).

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

Information Requests

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