

Reference: 01796124

Information Requests
information.requests@ofcom.org.uk

18 April 2024

Freedom of Information request: Right to know request

Thank you for your request for information about broadband e-voucher scams.

We received this request on 20 March 2024 and we have considered your request under the Freedom of Information Act 2000 (the 'FOI Act').

Your request

"Please provide me with details of any action that you taken against the broadband companies relating to the on going voucher scam this is were they promise customers vouchers for signing up to broadband but then refuse to release the vouchers. As well as any of any discussions that you have had relating to this scam with them. Also i would like to know the date of when you were first made aware of the scam."

Our response

Ofcom has not taken any formal or informal enforcement action or had discussions in relation to this matter. Therefore, we do not hold any information in regards to action taken or discussions with broadband companies relating to a voucher 'scam'.

We are unable to provide a date of when we were first made aware of any such 'scam' as we do not hold a specific category on our complaints management system to enable us to search for the date you have requested. As a result, this would require a considerable amount of time to locate, retrieve, identify and extract the information specified in your request, including confirmation of whether we hold any information in respect of this question.

Section 12 of the FOI Act provides that we are not obliged to comply with a request for information if we estimate that the cost of complying with the request would exceed the "appropriate limit". The appropriate limit is set out in the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004 (the "Regulations"), and is, for Ofcom, £450. That sum is intended to cover the estimated costs involved in determining whether Ofcom holds the information requested, locating, retrieving and extracting the information from any document containing it. The Regulations provide that costs are to be estimated at a rate of £25 per person per hour, which equates to 18 hours of time. We estimate that it would take us more than 18 hours to locate, retrieve, identify and extract all the information specified.

As per our email to you of 15 March 2024, you may wish to consider submitting a narrower, more focused request and we would be happy to consider this under the FOI Act. For example, you could

request the number of complaints about 'broadband voucher scams' received by Ofcom over the last calendar month.

Please note that exemptions may apply to any narrowed request.

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

Request an internal review

If you are unhappy with the response you have received to your request for information, or think that your request was refused without a reason valid under the law, you may ask for an internal review. If you do, it will be subject to an independent review within Ofcom. We will either uphold the original decision, or reverse or modify it.

If you would like to ask us to carry out an internal review, you should get in touch within two months of the date of this letter. There is no statutory deadline for us to complete our internal review, and the time it takes will depend on the complexity of the request. But we will try to complete the review within 20 working days (or no more than 40 working days in exceptional cases) and keep you informed of our progress.

Please email the Information Requests team (information.requests@ofcom.org.uk) to request an internal review.

Taking it further

If you are unhappy with the outcome of our internal review, then you have the right to [complain to the Information Commissioner's Office](#).