

Reference: 01804848

Information Requests  
[information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk)

30 April 2024

## Freedom of Information request: Right to know request

Thank you for your request for information about Ofcom's enforcement investigation - Virgin Media's cancellation procedures.

We received this request on 5 April 2024 and we have considered your request under the Freedom of Information Act 2000 ("the FOI Act").

### Your request

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*"The latest expected timetable for conclusion of this investigation as submitted to the board, a relevant committee or the executive committee."*

### Our response

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We do not hold the information requested in that we do not have any documents setting out the timetable for conclusion of the investigation that have been submitted to the board, a relevant committee or the executive committee.

As with all Ofcom investigations, we aim to progress them in a timely manner and conclude them as soon as reasonably possible (the length of an investigation depends on its complexity). In carrying out investigations we do provide progress updates to senior staff (which can include the board) on key milestones such as the issuing of a provisional decision, change in scope of an investigation, issue of a final decision or the closure of a case. We also update the website when we reach milestones: [Enforcement Bulletin - Ofcom](#).

If you have any further queries, then please send them to [information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk) – quoting the reference number above in any future communications.

Yours sincerely,

Information Requests

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#### 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](mailto: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](#).