

Reference: 01858763

Information Requests
information.requests@ofcom.org.uk

14 August 2024

Freedom of Information request: Right to know request

Thank you for your request concerning where the revenue from fines goes to.

We received this request on 25 July 2024. and we have considered your request under the Freedom of Information Act 2000 (“the FOI Act”).

Your request

I understand that Ofcom have fined several companies for various misdemeanours, including BT.

Please advise me where the revenue from such fines goes. Do those who have received poor or inadequate service from these companies benefit in any way?

Our response

The financial penalty is payable to the UK Consolidated Fund at HM Treasury, the Department of Finance and Personnel - Northern Ireland (DFPNI) and to the Treasuries of the Isle of Man, the Bailiwick of Jersey and the Bailiwick of Guernsey. This is in accordance with [section 400](#) of the 2003 Communications Act.

In addition to applying financial penalties, where Ofcom concludes that a contravention has occurred, it may, depending on the legislation being enforced, also require stakeholders to take remedial steps (for example, refunds) to address harm that has been caused to individual customers.

This [webpage](#) provides additional information, which you may find useful.

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](#).