

Reference: 1810291

Information Requests
information.requests@ofcom.org.uk

16 May 2024

Freedom of Information request: Right to know request

Thank you for your request for information about Ofcom End of Contract Notification (ECN) and New Customer Survey 2020/2021.

We received this request on 17 April 2024 and we have considered your request under the Freedom of Information Act 2000 (“the FOI Act”).

Your request

During my research, I came across the post-intervention report published by Ofcom in May 2022, which examined the outcomes of their intervention in ECN's operations. The report, available at <https://www.ofcom.org.uk/consultations-and-statements/category-2/helping-consumers-get-better-deals>, includes valuable data tables and a questionnaire. I am writing to inquire whether it would be possible to obtain the data used in the Ofcom report in CSV format for the data analysis segment of my project. Your assistance in this matter would be greatly appreciated, and if desired, I am more than willing to share my findings with you.

Our response

While we do hold information connected to your request, we consider that disclosure of this information is exempt under the FOI Act. In particular, section 44(1)(a) of the FOI Act exempts disclosure of information if its disclosure is prohibited under another enactment. Ofcom is prohibited under section 393 of the Communications Act 2003 (‘the Communications Act’) from disclosing information about a business which we have obtained in the course of exercising a power conferred by the Communications Act among others, unless we have the consent of that business or one of the statutory gateways under section 393(2) of the Communications Act is met, neither of which applies here. Section 44 is an absolute exemption and therefore is not subject to a public interest test.

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,

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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) 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](#).