

Reference: 1819277

Information Requests
information.requests@ofcom.org.uk

7 June 2024

Freedom of Information request: Right to know request

Thank you for your request for information about price increases by communication providers.

We received this request on 9 May 2024 and we have considered your request under the Freedom of Information Act 2000 (“the FOI Act”).

Your request and our response

*Please provide copies of all notifications made to Ofcom by BT, British Telecommunications plc, or Openreach of any price increases for the following service(s) they offer, over the last 10 years :-
BT Business PSTN Line Rental*

The current price of this service is detailed in the BT Price List - https://www.bt.com/pricing/current/Exch_Lines_boo/0002_d0e63.htm#0002-d0e63 and we would like to know of any notifications made by BT, British Telecommunications plc, or Openreach of any price increases for this service, made to Ofcom, over the last 10 years. If it is possible we would also like to know the same information, but going back 15 years.

We have interpreted your FOI Act request as a request for information about BT’s retail prices. There is no current legal requirement on BT to notify us of its retail price increases and therefore we have not received such notification.

I hope this information is helpful. 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](#).