

Reference: 1777290

Information requests

[Informationrequests@ofcom.org.uk](mailto:Informationrequests@ofcom.org.uk)

11 March 2024

## Freedom of Information request: Right to know request

Thank you for your request for information about complaints and actions IX Wireless.

We received this request on 12 February 2024 and we have considered your request under the Freedom of Information Act 2000 (“the FOI Act”).

### Your request and our response

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- 1. What complaints/notifications have been received in relation to IX Wireless (IXW), and in particular about the failure of IXW to adhere to duties and obligations in the Electronic Communications Code and in the Electronic Communications Code (Conditions and Restrictions) Regulations 2003?*
- 2. What action has been taken in response to those complaints/notifications?*
- 3. What has been the outcome of actions taken in response to those complaints/notifications?*

#### *Complaints about broadband delivery service*

- 1. What complaints have been received about on-line/broadband service delivered by IXW and its delivery arms in their various guises including 6GInternet and Opus Broadband?*
- 2. What action has been taken in response to those complaints?*
- 3. What has been the outcome of actions taken in response to those complaints?*

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 particular 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.

You may find it useful to view our webpage where we publish more about our complaints data to help consumers:

<https://www.ofcom.org.uk/phones-telecoms-and-internet/advice-for-consumers/telecoms-and-pay-tv-complaints>

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](#).