

Reference: 01908253

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

29 October 2024

## Freedom of Information request: Right to know request

Thank you for your request for information concerning the sales practices of OneCom Ltd ('Onecom').

We received this request on 18 October 2024 and we have considered your request under the Freedom of Information Act 2000 ("the FOI Act").

### Your request

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*"How are you investigating the sales practices of OneCom Ltd, which many people appear to think are crooked in nature. I think I have fallen foul to their selling techniques and I wish to know if you have any record of them and and complaints that have been made against them. What actions are you taking to keep companies like this under control"*

### Our response

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Ofcom records and monitors complaints received from consumers. Where complaints or other data/information indicate a widespread compliance concern, including in relation to mis-selling, we will consider whether it is appropriate to look into the matter further and engage with a service provider.

We can confirm that we are aware of Onecom and have engaged with them over concerns raised through our complaints monitoring. We are aware Onecom revised its processes and information to consumers in the areas where we highlighted concern.

We are unable to disclose further details of complaints received or to provide figures for the number of complaints recorded relating to OneCom under this FOI request as we consider that disclosure of this information is exempt under section 44 of the FOI Act. Section 44 of the FOI Act exempts the disclosure of information which is prohibited by another enactment. In this case, we are prohibited under section 393 of the Communications Act 2003 from disclosing information which relates to a business (in this case, Onecom), which we have obtained in exercising our powers, unless we have the consent of that business or one of the statutory gateways for disclosure under section 393(2) is met, neither of which applies here. Section 44 is an absolute exemption and does not require a public interest test.

We can confirm that we are not formally investigating Onecom; all formal investigations (unless they are highly sensitive) are announced in our [enforcement bulletin](#).

In relation to your individual experience, if you have exhausted Onecom's complaints procedure, or your complaint has been ongoing for more than 8 weeks since it was first raised, you can escalate your complaint to Onecom's Alternative Dispute Resolution (ADR) scheme, [CISAS](#).

CISAS are free to use and independent from Onecom. They can review a complaint and determine whether the service provider should take remedial action to resolve the matter, including financial redress.

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

### **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](#).