

Reference: 02036448

Information Requests
information.requests@ofcom.org.uk

28 July 2025

Freedom of Information request: Right to know request

Thank you for your request for information concerning research - loyal broadband customers.

We received this request on 15 July 2025 and we have considered your request under the Freedom of Information Act 2000 ("the FOI Act").

Your request

"Please can you provide the research providers data to you on the percentage of loyal customers who choose not to switch but seem to be mis-sold packages from well known supposed regulated providers of broadband but are being penalised by being in contracts but actually mis-sold contracts All research data"

Our response

Ofcom does not collect / hold data on the proportion of customers that choose not to switch but have been mis-sold or consider that they have been mis-sold contracts.

You may find it helpful to look at a previous FOI Act response which includes some of the data we publish on in/out of contract customers and the reduction in the level of overpayment by out of contract customers. See <https://www.ofcom.org.uk/siteassets/resources/documents/about-ofcom/foi/2025/may/consumers-and-phone-contracts.pdf?v=399717>

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](#).