

Reference: 02099436

Information Requests
information.requests@ofcom.org.uk

27 November 2025

Freedom of Information request: Right to know request

Thank you for your request for information concerning aggregated and policy-level telecoms complaint data.

We received this request on 30 October 2025 and we have considered your request under the Freedom of Information Act 2000 ("the FOI Act").

Your request & our response

1. Aggregated consumer-complaint data held or compiled by Ofcom (2019 – 2025) relating to the broadband and telecoms sector, broken down by issue category — for example:

- *Billing errors or overcharging*
- *Double billing*
- *Mis-selling or inaccurate contract terms*
- *Broadband migration issues*
- *Access to billing data or account-management-portal issues*

Please provide totals or percentages across all providers, not provider-specific figures.

Whilst it is likely that we do hold information in the scope of your question, we are unable to provide the accurate number of complaints for the reasons further explained below.

The complaints data we hold is saved under three different complaint category levels with category level 3 being the most specific category to the customer complaint. However, within telecoms there are approximately 150 different level three complaint categories. Therefore, in order to accurately identify the number of complaints that fall under the scope of this question across a six year period, would take a substantial amount of time.

Section 12 of the FOI Act provides that we are not obliged to comply with a request for information if we estimate that the cost of complying with the request would exceed the "appropriate limit". The appropriate limit is set out in the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004 (the "Regulations"), and is, for Ofcom, £450. That sum is intended to cover the estimated costs involved in determining whether Ofcom holds the information requested, locating, retrieving and extracting the information from any document containing it. The Regulations provide that costs are to be estimated at a rate of £25 per person per hour, which equates to 18 hours of time.

We estimate that it would take over 18 hours to locate, identify and extract the information you requested due to the reasons explained above.

The names of the categories (1 and 2 only) which we consider are relevant to your examples above are as follows:

Category 1 – Billing/pricing/charges

Category 2

- Early termination charges
- Price of calls
- Price of other services
- Items on the bill
- Other (billing)

Category 1 – Contracts

Category 2

- Changes to terms and conditions
- Unfair terms
- Contract supplied

Category 1 – Changing Provider

Category 2

- Mis-selling
- Slamming (actual)
- Changing mobile provider
- Changing broadband provider
- Other (changing provider)

You may wish to consider submitting a narrower, more specific request (e.g. you could use one of the categories mentioned above). Should you decide to make a further request for information, please note that other exemptions may apply.

Ofcom compiles and publishes some complaints figures to help us better understand the reasons for dissatisfaction among customers in the sectors we regulate. By publishing these figures, we can help consumers to see how their providers perform in relation to others, as well as helping them to choose a new provider if they're thinking of switching. Please see the following: [Latest telecoms and pay-TV complaints revealed](#).

2. Policy or analytical documents produced between 2019 and 2025 that discuss sector-wide trends in complaint themes, consumer harm, or compliance in relation to the issues above.

We do not hold this information.

3. Internal guidance or briefing material that sets out Ofcom's policy on the interpretation or application of Section 393(1) of the Communications Act 2003 when responding to FOI requests, including any criteria for determining whether information is considered to relate to "a particular business."

We do not hold this information. Each case is assessed on a case-by-case basis. Ofcom follows the guidance from the [ICO](#).

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](#).