

Reference: 02090984

Information Requests
information.requests@ofcom.org.uk

12 November 2025

Freedom of Information request: Right to know request

Thank you for your request for information concerning communication between Ofcom's CEO and the CEOs of BT and City Fibre.

We received this request on 14 October 2025 and we have considered your request under the Freedom of Information Act 2000 (the 'FOI Act').

Your request & our response

To request last 3 copies of communication between Office of communications and

Any CEO

BT

City Fibre

The length of time any individual consumer has continued to relay to your organisation as to being Disadvantaged

So it is request that if you are able please supply recorded information on longest time anyone (organisation or individual) has relayed to your organisation Being disadvantaged

Your organisation last 3 communication

Any CEO

BT

City Fibre

We have interpreted your request to mean the last 3 copies of communication between any CEO at Ofcom and BT and City Fibre, concerning disadvantaged consumers.

We have therefore checked the appropriate records where consumers being disadvantaged is referenced and this has produced a zero return. Please note that our retention record is 5 years.

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](#).