

Reference: 02081241

Information Requests
information.requests@ofcom.org.uk

13 October 2025

Freedom of Information request: Right to know request

Thank you for your request for information concerning broadband and mobile phone out of contract customers.

We received this request on 22 September 2025 and we have considered your request under the Freedom of Information Act 2000 ("the FOI Act").

Your request & our response

** How many people in the UK are out of contract with their current broadband supplier? I'm happy to get an answer that's either in the millions or as a percentage of UK broadband users.*

** How many people in the UK are out of contract with their current mobile phone service provider? Again, I'm happy with an answer that's either an absolute number or a percentage of people with phone contracts.*

In answer to both questions, we do not hold this information.

You may however find the following resources helpful:

We included some information on the number of broadband customers who were out-of-contract in our [Helping consumers get better deals](#) publication, where we said:

- "The number of broadband customers who were out-of-contract in 2020 fell by around 1.3 million from the previous year. In September 2020, 35% (or 7.4 million customers) were out of contract compared to 40% (or 8.7 million customers) in September 2019." (page 5).

In that publication, we also give information on the proportion of mobile customers who were out-of-contract in previous years.

- "The proportion of mobile customers who were out-of-contract fell slightly from 27% in 2019 to 25% in 2020" (page 3).

We have published more recent data on the proportions of broadband and mobile customers who were out-of-contract in our latest [Pricing trends for communications services in the UK](#) research.

Whilst the data contained in the [2024 Pricing trends for communications services in the UK publication](#) is more recent, it is based on figures relating to residential customers and from a limited number of providers meaning that the data is not comparable to that published in November 2021 linked above. In the report we said:

- “Analysis of operator data collected for this report indicates that a substantial number of customers are out-of-contract... ...for standalone broadband services, 16% were out-of-contract, down from 18% in 2023. For bundled services, 36% of dual-play fixed broadband and landline customers were out of contract, up 6 percentage points (pp) year on year, while 32% of triple-play fixed broadband, landline and pay-TV customers were out of contract (up from 25% year on year), and 20% of quad-play (fixed broadband, landline TV and mobile) bundle customers were out of contract (up from 19% in 2023)” (page 22 – all figures relate to June of each year).
- “Our analysis of data collected for this report indicates that 37% of all pay-monthly mobile phone customers were out of contract at the end of June 2024, an increase of 3pp from a year previously” (page 33).

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](#).