

Reference:2042919

Information Requests
information.requests@ofcom.org.uk

15 Aug 2025

Freedom of Information request: Right to know request

Thank you for your updated request for information under the Freedom of Information Act 2000 ('the FOI Act').

We received this request on 23 July 2025.

Your request

I am really unsurprised by your response and I suspect it is because there may be information which could be considered detrimental and confirms our suspicions the PSA and its Directors were operating on a non-official policy of targeting businesses and individuals.

So please work backwards from 2021 up to the point a budget of £449 has been reached.

Our response

We note that this request relates to a previous FOI response here:

<https://www.ofcom.org.uk/siteassets/resources/documents/about-ofcom/foi/2025/august/psa---telecoms.pdf?v=401481>.

Please note that under section 12 of the Freedom of Information Act (FOI Act), we are not obliged to conduct work on a request "up to the point" the appropriate cost limit is reached - requests framed in this way are not valid requests under the FOI Act (please see [this ICO guidance](#) under "Are requests framed by the cost limit valid?"). We are therefore unable to provide any information in response to this request.

There are approximately over 3,500 pages that seem to relate to your business. To process your specific request, we would need to review these pages individually to identify any material that is not classified as personal data but may contain internal discussions or references to your business activities. This would take a substantial amount of time - even spending just half a minute on each page would mean we are spending approximately 30hrs on this request. The pages/documents are not in chronological order by date so even if you were to ask for documents from 2021 to now, this would require us to still review the whole bundle of documents to determine what is in scope - and therefore section 12 may still apply.

Even if section 12 of the FOI Act were not applied, we believe that this request would be disproportionately burdensome such that section 14 (vexatious requests) of the FOI Act may also be applicable in this case. This is based on several factors including the volume of material, the level of resource required to process the documents and the likelihood that parts of the material would be exempt under other FOIA provisions, and the fact that you have already been provided with disclosures and explanations by the former PSA.

If you wish to submit an alternative request with a narrower, more specific scope in relation to this subject, we would be happy to consider it.

Please note that it is our general policy to publish FOI Act responses including any documents that may be released.

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](#).