

Reference: 02126418

Information Requests
information.requests@ofcom.org.uk

3 February 2026

Freedom of Information request: Right to know request

Thank you for your request for information concerning 4Com complaints.

We received this request on 6 January 2026 and we have considered your request under the Freedom of Information Act 2000 (the 'FOI Act').

Your request & our response

Could you please provide the total number of complaints Ofcom has received about 4Com (or 4Com Technologies Ltd / HiHi phone systems) in each year from 2020 to the present (or the latest available data). If possible, break this down by category (e.g., mis-selling, contract issues, billing).

We are unable to disclose any provider specific complaint details, therefore consider this information is exempt under section 44 of the FOI Act. Section 44 exempts the disclosure of information which is prohibited by another enactment. We are prohibited under section 393 of the Communications Act 2003 (the Act) from disclosing information which relates to a business, in this case 4Com (or 4Com Technologies Ltd/HiHi phone systems), which we have obtained in exercise of our powers, unless we have the consent of that business or one of the statutory gateways for disclosure under section 393(2) of the Act is met, neither of which applies here. Section 44 is an absolute exemption and does not require a public interest test.

To be helpful, we have imposed rules around complaint resolution. If a consumer complains to their provider and this complaint reaches deadlock or is not resolved after eight weeks, they may be able to take their complaint to the relevant Alternative Dispute Resolution (ADR) scheme. This page contains further information [Making a complaint and using ADR schemes](#).

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](#).