

Reference: 02164463

Information Requests
information.requests@ofcom.org.uk

11 March 2026

Freedom of Information request: Right to know request

Thank you for your request for information about Virgin Media notifications.

We received this request on 19 February 2026 and we have considered your request under the Freedom of Information Act 2000 (“the FOI Act”).

Your request

As VM-02 are listed as the number 1 fibre company in UK , How many are related to customers poor notification of contract expiration by one of the worst means of delivering via email & no other form. How many times have customers asked for Ofcom to look into it but have to wait 8 weeks for it to start a process but never followed through

Our response

We have interpreted your request as wanting to know how many Virgin Media customers have complained to Ofcom about the notifications (or lack thereof) regarding the expiry of their contracts being in email form.

We are unable to disclose this information as we consider that its disclosure is exempt under the FOI Act. In particular, under section 44 of the FOI Act, information is exempt from disclosure if its disclosure is prohibited by or under any enactment. The enactment that prohibits the disclosure of this information is section 393(1) of the Communications Act 2003 (“the Communications Act”). Under this section, we are prohibited from disclosing information with respect to a particular business that has been obtained in the exercise of our regulatory functions, unless that business consents or one of the statutory gateways under section 393(2) of the Communications Act is met, neither of which apply here. Section 44 of the FOI Act is an absolute exemption and therefore is not subject to the public interest test.

We note your reference to an “8 week” process. We believe you are referring to escalating your complaint to an Alternative Dispute Resolution (ADR) scheme. For clarity, Ofcom does not investigate individual complaints, but rather uses them as guidance on issues that are affecting the public generally. ADR schemes, on the other hand, are independent bodies that carry out an impartial assessment on complaints between a customer and a provider, and reach a decision based on the information submitted by both parties. You can escalate your complaint to an ADR scheme if you have already raised it with your provider and it remains unresolved after eight weeks or you have received a deadlock letter. VMO2 is a member of CISAS (Communication and Internet Services Adjudication Scheme). CISAS can be contacted on 020 7520 3814 or via email at cisas@cedr.com.

Yours sincerely,

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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](#).