

Reference: 616017

Jerin John  
Information Rights Adviser  
[Information.requests@ofcom.org.uk](mailto:Information.requests@ofcom.org.uk)

3 October 2018

**Freedom of Information: Right to know request**

Thank you for your request for information where you asked about Genesis Communications.

This was received by Ofcom on 13 September and it has been considered under the Freedom of Information Act 2000 ("the Act").

You asked:

*Are you able to provide me with information on a mobile phone provider company called GENESIS COMMUNICATIONS between January 2002 and December 2007?*

*I'd like to know if Ofcom received complaints about this company during this time period and if so how many?*

*I don't know how much information you might still have from that time period, if any, or whether I can request to see the actual complaints or just the number - the lady I spoke to on the phone who gave me this email address to contact wasn't sure about how it works.*

We can neither confirm nor deny whether we hold complaints about Genesis Communications between January 2002 and December 2007 as this is exempt information under section 44 of the Act. Under this section, information which relates to a business (e.g. communications providers such as Genesis Communications) is exempt from disclosure since it was shared with us under our regulatory powers and another enactment prohibits such disclosure (i.e. section 393(1) of the Communications Act 2003). Section 44 is an absolute exemption under the Act and does not require a public interest test.

If you have any queries, then please contact [information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk). Please remember to quote the reference number above in any future communications.

Yours sincerely,

Jerin John

If you are unhappy with the response or level of service you have received in relation to your request from Ofcom, you may ask for an internal review. If you ask us for an internal review of our decision, it will be treated as a formal complaint and will be subject to an independent review within Ofcom. We will acknowledge the complaint and inform you of the date by which you might expect to be told the outcome.

Ofcom  
Riverside House  
2a Southwark Bridge Road  
London SE1 9HA

Switchboard: +44 (0)20 7981 3000  
or +44 (0)300 123 3000

[www.ofcom.org.uk](http://www.ofcom.org.uk)

The following outcomes are possible:

- the original decision is upheld; or
- the original decision is reversed or modified.

**Timing**

If you wish to exercise your right to an internal review **you should contact us within two months of the date of this letter**. There is no statutory deadline for undertaking internal reviews and it will depend upon the complexity of the case. However, we aim to conclude all such reviews within 20 working days, and up to 40 working days in exceptional cases. We will keep you informed of the progress of any such review. If you wish to request an internal review, you should contact:

Jacqui Gregory  
The Secretary to the Corporation  
Ofcom  
Riverside House  
2a Southwark Bridge Road  
London SE1 9HA

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF