

Freedom of Information: Right to know request

Thank you for your letters to Ofcom regarding your concerns about TalkTalk.

You mention that submitting a dispute to the Ombudsman would be futile given the length of time that the process takes and that there would be no change of a result in your favour.

It may be of interest to know the Ombudsman's role is to take evidence from both parties and carry out an impartial review of the complaint. As you feel that TalkTalk may have deliberately restricted your broadband service in order to prompt you into calling it, the Ombudsman can investigate whether this was the case. It can also consider whether the sale of the renewal complied with the relevant regulations.

You have also asked about the number of similar complaints made to Ofcom regarding TalkTalk's sales practice. This information may be available; however, to obtain this you would need to submit a Freedom of Information request. You can do this by writing to us at:

Information Requests

The Office of Communications

Riverside House

2a Southwark Bridge Road

London

SE1 9HA

You can find more information about Freedom of Information requests on our website. There is also the option to submit the request online. This can be found at:

<https://www.ofcom.org.uk/about-ofcom/foi-dp/make-foi-request>

Finally, I can see you feel that this may be a practice which is affecting other consumers. While Ofcom cannot become involved in individual cases, we are always looking to identify patterns and

trends which suggest an issue is causing widespread harm to consumers. If we have evidence that this is one such issue, we can look to take the necessary action to ensure consumers remain suitably protected.

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:

Steve Gettings
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