

## Request for information

Thank you for your request for information dated 19 September which we have considered under the Freedom of information Act 2000.

You asked for:

- 1) A copy of all correspondence since the year 2000 between Ofcom and Lebara Group or its subsidiary companies.*
- 2) A copy of all correspondence since the year 2000 between Ofcom and the company's founders: Ratheesan Yoganathan, Rasiah Ranjith Leon and Baskaran Kandiah.*
- 3) A copy of all records, including minutes and briefings relating to any meetings or other formal contact which has taken place between Ofcom and Lebara Group or its subsidiary companies since the year 2000.*
- 4) A copy of all records, including minutes and briefings relating to any meetings or other formal contact which has taken place between Ofcom and any of Lebara's founders (Ratheesan Yoganathan, Rasiah Ranjith Leon and Baskaran Kandiah) since the year 2000.*
- 5) A copy of all records relating to any complaints received and/or investigations conducted which relate to Lebara Group and/or its subsidiaries.*
- 6) A copy of all records relating to any complaints received and/or investigations conducted which relate to any of Lebara's founders (Ratheesan Yoganathan, Rasiah Ranjith Leon and Baskaran Kandiah)*

We are unable to comply with your request. The information is not readily accessible as a considerable amount of time would be needed to locate, retrieve, identify and extract any relevant information. Items 1 to 4 of your request are very broad, in that they cover all communications between Ofcom and a stakeholder from Ofcom's incorporation to date. We would need to undertake extensive online and offline searches across Ofcom to obtain the documents.

Section 12 of the Freedom of Information Act 2000 provides that a public authority is not obliged to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the "appropriate limit". The appropriate limit is set out in the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004, and is, for Ofcom, £450. That sum is intended to cover the estimated costs involved in determining whether Ofcom holds the information requested, identifying, locating, retrieving and extracting the information from any document containing it. The Regulations provide that costs are to be estimated at a rate of £25 per person per hour.

Ofcom estimates that it would take at least 18 hours to identify, locate and extract the information you require and as such the cost of complying with your request will exceed the appropriate limit. We will therefore not be able to provide any information in connection to this part of your request.

However, if you wish to submit an alternative request with a narrower, more specific scope in relation to this subject, for example narrower date ranges and further detail as to the subject matter of the communications/complaints you are seeking, we would be happy to give it our full consideration. In any event, with any information requested, exemptions may apply.

As regards questions 5 and 6 I can confirm we have not opened any formal individual investigations into the Lebara Group, its subsidiaries or its founders, and we therefore do not hold the requested investigations records.

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.

Kind regards

Julia

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.

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:

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