

Reference: 520618

Jerin John
Information Rights Adviser
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20 February 2018

Freedom of Information: Right to know request

Thank you for your request for information where you asked about retail business telecoms revenues data in the Communications Market Report (CMR) 2017.

This was received by Ofcom on 25 January and it has been considered under the Freedom of Information Act 2000.

You noted that in previous Communications Market Reports, we published figures on retail business revenues, by service. These were figures for fixed-voice, non-corporate internet, mobile and corporate services.

You then asked:

I am trying to find the equivalent data for 2016 but it does not appear to be included in the Communications Market Report 2017. Indeed, the whole section on business markets (4.2.7 in 2016) has disappeared.

Please could you give me an update on retail business telecoms revenues for mobile services, ie an update on the £3.3bn published for 2015.

In designing the CMR 2017, there was a change in how data was collected. As a result, we do not hold data for business mobile revenue figures and corporate data services revenue figures for 2016.

However, we do hold both business fixed-voice and non-corporate business internet revenue figures, which are below and will be published as an add-on to the CMR 2017 on our website:

	2012	2013	2014	2015	2016
Fixed voice (in £bn)	2.8	2.7	2.5	2.3	2.3
Non-corporate internet (in £bn)	0.7	0.7	1.0	1.1	1.1

Please note, these are in nominal terms and include restatements from the data published in the CMR 2016.

If you have any queries, then please contact 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.

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:

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