

Reference: 644258

Catriona Lawrence
Information Rights Adviser
Information.requests@ofcom.org.uk

11 December 2018

Freedom of Information: Right to know request

Thank you for your request for information regarding paid streaming services.

This was received by Ofcom on 4 December 2018 and it has been considered under the Freedom of Information Act 2000 (the Act).

You asked:

If possible could I please have the information on the number of paid streaming service subscriptions by year for past 2 years starting in 2016, by a more specific scale if you have it i.e month, quarter etc. I'd be looking for info on subscribers to Sky Go, Netflix, Amazon prime, Now TV and more widely other services.

Ofcom does not hold the information requested in the format asked. However, our Media Nations 2018 report does contain information, sourced from third parties, regarding the number of households using subscription on-demand (SVoD) services. This can be found on page 13 and 16 of the main report, or pages 14-15 of our interactive tool, available at the following links:
https://www.ofcom.org.uk/_data/assets/pdf_file/0014/116006/media-nations-2018-uk.pdf
<https://www.ofcom.org.uk/research-and-data/tv-radio-and-on-demand/media-nations/interactive-report>

While we did not report on the number of households using SVoD services in previous years, more information regarding consumer use of SVoD can be found in the television and audio-visual content sections of our Communications Market Reports (CMR) for 2016 and 2017, available here:

<https://www.ofcom.org.uk/research-and-data/multi-sector-research/cmr/cmr16/the-communications-market-report-uk>
<https://www.ofcom.org.uk/research-and-data/multi-sector-research/cmr/cmr-2017/uk>

For more information on Ofcom and its remit, please see the About Ofcom page on the Ofcom website: <https://www.ofcom.org.uk/about-ofcom>

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,

Catriona Lawrence

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:

Corporation Secretary
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