

Reference: 564408

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Information Rights Adviser
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Freedom of Information: Right to know request

Thank you for your request for information where you asked about broadband and mobile phone contracts in Great Britain.

This was received by Ofcom on 23 July and it has been considered under the Freedom of Information Act 2000.

Please see our responses to your questions below.

- *How many customers are on expired or out of contract residential broadband contracts in England, Scotland & Wales that are still live?*

Ofcom does not hold the information in the format you requested. To be helpful, the only data we have on residential users who are outside their minimum contractual term is found in our published report on pricing trends for communications services in the UK¹. We collected data on the proportion of customers who were in and out of contract by service combination, however this was not collected by UK nation.

- *How many customers are on expired or out of contract residential mobile phone contracts in England, Scotland and Wales that are still live?*

Please see our response to your previous question.

- *As a total how many residential broadband contracts are there in England, Scotland & Wales?*

This is available on our website in the Statistical release calendar 2018². You may find it useful to access our technology tracker half 1 2018 data tables³ which provide statistics on fixed broadband take-up by adults in England, Scotland and Wales. This can be found at Table 62 for broadband take-up.

¹ https://www.ofcom.org.uk/data/assets/pdf_file/0030/113898/pricing-report-2018.pdf at p.44

² <https://www.ofcom.org.uk/research-and-data/data/statistics/stats18>

³ https://www.ofcom.org.uk/data/assets/pdf_file/0021/113169/Technology-Tracker-H1-2018-data-tables.pdf

- *As a total how many residential mobile phone contracts are there in England, Scotland & Wales?*

This is also available in the technology tracker H1 2018 data tables. Mobile phone take-up and contracts can be found at tables 29 and 36.

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