

Freedom of Information: Right to know request

Thank you for your request for information dated 7 June about volume of households switching broadband supplier this year by month versus 2016 figures, which we have considered under the Freedom of Information Act 2000.

We do not hold the figures you have requested. However, we do hold information on the percentage who switched in the last 12 months to Sept 2016 for mobile switchers as well as landline standalone, Pay TV, Dual pay and Triple play switchers. This is contained in our Access and Inclusion report and can be found on page 6 of the report. <https://www.ofcom.org.uk/__data/assets/pdf_file/0030/98508/access-inclusion-report-2016.pdf>

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