

Reference: 645563

Jerin John
Information Rights Adviser
Information.requests@ofcom.org.uk

17 December 2018

Freedom of Information: Right to know request

Thank you for your request for information about Automatic Compensation.

This was received by Ofcom on 10 December and it has been considered under the Freedom of Information Act 2000.

You asked:

Document "Automatic Compensation - Protecting consumers from service quality problems" Dated 17 November 2017.

Sub-paragraph 2.43 of above document states "In addition, Annex 1 includes the industry compensation scheme.....". Further sub-paragraph 6.20 says "A copy of the Industry Scheme can be found in Annex 1." Annex 1 does not appear in the document and a search of the Ofcom website fails to identify this document.

Sub-paragraph 7.17 says "...have committed to the implementation of the Industry Scheme in early 2019, 15 months after the date of this statement." Given that the statement is dated 10 November 2017 this would suggest an implementation date of 10 February 2019.

This FOI request is to provide:

- 1. An electronic copy or Ofcom website link to the Annex 1 document referred to in above mentioned document.*
- 2. Confirmation that the implementation date as outlined above will be the 10 February 2019 and if not when that implementation date will occur.*

Statement annex 1: Industry automatic compensation scheme is accessible underneath the Automatic Compensation statement document on our website:

<https://www.ofcom.org.uk/consultations-and-statements/category-1/automatic-compensation>.

Regarding the implementation date of the Industry Scheme by Communications Providers, I can confirm that this will be no later than 1 April 2019.

If you have any queries, 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:

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