

Reference: 375772

2 February 2017

Julia Snape
Information requests

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Freedom of Information: Right to know request

Thank you for your request for information dated 5 January asking for the number of users of public call boxes that were consulted in the course of Ofcom's research for the document 'Results of research into consumer views on the importance of communications services and their affordability' -

https://www.ofcom.org.uk_data/assets/pdf_file/0010/40231/affordability_report.pdf.

This has been considered under the Freedom of Information Act 2000 ('the FoIA').

The research report was informed by two primary research studies, the details of which are as follows:

Quantitative research

A face to face survey of 1,997 UK adults (aged 16+), conducted in March 2014. The survey was conducted by Jigsaw Research.

The sample was designed and weighted to ensure that the results accurately represented the demographic profile of UK adults.

The survey found that 5% of the research participants (equating to 103 people surveyed) had used a payphone in the last 12 months.

Qualitative Research

An additional 90 participants took part in the qualitative research, which was conducted by Futuresight. A minority of these research participants were also payphone users.

For further information on public payphones, please refer to the section on "Public Payphones" (paragraphs 4.47 – 4.49).

I hope this information is helpful.

Yours sincerely

Julia Snape

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