

Reference: 572229

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31 August 2018

**Freedom of Information: Right to know request**

Thank you for your request for information where you asked about Telecoms providers' pricing.

This was received by Ofcom on 15 August and it has been considered under the Freedom of Information Act 2000 ("the Act").

You asked:

*I would like to obtain under the Freedom of Information act the operator spend data collected from providers using your formal powers for the Pricing trends for communication services in the UK report published on 17 May 2018. Including customer and spend data collected for communications services: Q3 2016, 2017.*

*May I have this information broken down by broadband and landline providers BT, Plusnet, Sky, Virgin Media, KCOM, Post Office ,TalkTalk and mobile networks EE, O2, Vodafone, Three, Virgin Media, Tesco Mobile, BT Mobile and TalkTalk Mobile as it was provided to you or in a more intelligible format. In particular I'd like:*

- *Average revenues from customers with Dual-play (landline and fixed broadband) for Q3 2016 and Q3 2017 broken down by provider.*
- *The number of dual play (landline and fixed broadband) customers for Q3 2016 and Q3 2017 broken down by provider.*
- *Dual-play (landline and fixed broadband) customers' average monthly spend for Q3 2016 and Q3 2017 broken down by provider.*
- *Average revenue per user (ARPU) by service/ combination of services for Q3 2016 and Q3 2017 broken down by provider.*
- *Customer base data, by service/ combination of services taken for Q3 2016 and Q3 2017 broken down by provider.*
- *The number of fixed home broadband connections in the UK for Q3 2016 and Q3 2018*

*- The individual market shares held by broadband and landline providers BT, Plusnet, Sky, Virgin Media, KCOM, Post Office, TalkTalk and mobile networks EE, O2, Vodafone, Three, Virgin Media, Tesco Mobile, BT Mobile and TalkTalk Mobile*

*If the cost or time to source this information is too much please could you prioritise the following two points please?*

*- Average revenue per user (ARPU) by service/ combination of services for Q3 2016 and Q3 2017 broken down by provider.*

*- Customer base data, by service/ combination of services taken for Q3 2016 and Q3 2017 broken down by provider.*

We are unable to disclose the information you requested as it is exempt under section 44 of the Act. Under this section, information which we hold on this subject (e.g. operator-level data) is exempt from disclosure if another enactment prohibits it. Section 393(1) of the Communications Act 2003 prohibits disclosure of information about a business unless we have consent or doing so would facilitate the exercise of our functions, neither of which apply in this case. Section 44 is an absolute exemption under the Act and does not require a public interest test.

If you have any queries, then please contact [information.requests@ofcom.org.uk](mailto: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:

Jacqui Gregory  
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