

Reference: 614951

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Information Rights
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Freedom of Information: Right to know request

Thank you for your request for information about BT fault repairs if you are not a BT customer. This was received on 10 September and has been considered under the Freedom of Information Act 2000.

You asked:

I would like to know if fault repair queries are addressed quicker if you are a BT service customer, i.e. you pay for calls and internet etc to BT, than if you are a customer of another provider such as Sky or Talk Talk. Is there any data to support the idea that fault repairs take longer if you are with a different provider as the communications between, say, Sky, and BT fault repair, than if you were a BT customer? Is there evidential data to support or refute such an idea, that I believe keeps customers using BT services.

We publish an annual Comparing Service Quality report which you can find here:

https://www.ofcom.org.uk/_data/assets/pdf_file/0023/113639/full-report.pdf

However, we do not currently hold fault repair data from communications providers, therefore we are unable to provide any information on this. Looking ahead, we have exercised new information gathering powers to require communications providers to start collecting this information and we aim to publish data regarding this in future publications, likely from 2020. This is explained in more detail on page 14 of the Quality of Service report.

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,

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:

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