

Freedom of Information: Right to know request

Thank you for your email below:

"I am increasingly annoyed by Ofcom's attention to high speed broadband rather than giving customers a reasonable level of service. I live just 20 miles north of Perth and just 40 metres from the exchange but BT/Openreach cap my broadband at .5Mbps. Today's speed test showed a download speed of .23Mbps and an upload speed of .07Mbps.

I wish to know how many exchanges are capped at a level of .5Mbps or lower. Please note I pay full price for broadband!!"

I'm sorry to hear that you are receiving a capped speed and paying full price for it. We have looked into the capped internet as described above, under the Freedom of Information Act. The specific information you have requested is not held by Ofcom. However, in understanding your concerns we have looked into why the cap might have been applied and believe it may have been a product named Exchange Activate, from about 12 years ago. I would suggest you contact BT directly to see if this is the case and see if there is a way of switching to a product that is more suitable to your needs. If their answer is unsatisfactory, you can make a complaint and if necessary raise your concerns with an Alternative Dispute Resolution scheme for a free and independent review of your complaint - the schemes are approved by Ofcom.

Ofcom is very interested in the level of quality consumers receive and not just speeds - and specifically in helping consumers to understand and compare what level of service quality they can get from different providers. We have recently undertaken research on this and you can find out the results that each provider achieved here: <https://www.ofcom.org.uk/phones-telecoms-and-internet/advice-for-consumers/quality-of-service/report> If you are unhappy with your current provider and you are unable to switch to a better product or service through them then an alternative might be to switch to another provider.

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