

Reference: 642932

Catriona Lawrence
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5 December 2018

Freedom of Information: Right to know request

Thank you for your request for information regarding internet service providers in England.

This was received by Ofcom on 30 November 2018 and has been considered under the Freedom of Information Act 2000 (the Act).

You asked:

(1) I would like to ask you to submit a database price list containing information on England internet providers (ie ISPs) offering Internet access services

Ofcom does not hold the information you requested.

(2) Do you have any public list of internet service provider or number ISPs?

Ofcom does not hold the information you requested. This is because in the UK, Communications Providers are required to follow the General Conditions of Entitlement¹, a general authorisation regime, rather than a licencing regime. Ofcom does not require providers to notify it of their intention to provide services or the types of service they provide.

Under this scheme, anyone providing Electronic Communication Services or Electronic Communication Networks has to comply with a set of "General Conditions" (GCs), set under the Communications Act. The GCs cover various matters (primarily network functioning / interconnection, requirements related to numbering and various consumer protection measures). They apply to all communications providers or all providers of a particular type (e.g. all mobile operators).

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,

¹ <https://www.ofcom.org.uk/phones-telecoms-and-internet/information-for-industry/telecoms-competition-regulation/general-conditions-of-entitlement>

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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
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