

Request for information

Thank you for your request for information dated 31 October asking for the number of complaints Ofcom have received relating to BT call charges for calls to 03 or 0333 numbers. This has been considered under the Freedom of Information Act.

Your request did not refer to a date range so we have searched for the last two years. Our complaints management system has 49 complaints recorded across various telecoms providers about the cost of 03 numbers for the last two years.

For more information on 03 numbers please refer to our website via the following link: <https://www.ofcom.org.uk/phones-telecoms-and-internet/advice-for-consumers/advice/what-are-03-numbers>

I hope this information is helpful.

Kind regards

Julia

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