

Reference: 00888443

Emma Leech
Information Rights Advisor
Information.requests@ofcom.org.uk

27 March 2020

Freedom of Information: Right to know request

Thank you for your request for information in relation to broadband market share data.

We received this request on 17 March 2020 and have considered it under the Freedom of Information Act 2000 (“the Act”).

You asked for:

Data on the market share of all companies who supply broadband to consumers for multiple years.

In order to facilitate transparency, we publish the market share of the largest Internet Service Providers (ISPs) in our [Communications Market Report](#). To access this information, click ‘Fixed telecoms’, then select ‘Lines and connections’ and you will be shown a graph of the percentage market share of fixed broadband connections by ISP.

These providers cover around 90% of the market and we have obtained consent to publish their data.

The market share held by other, smaller ISPs where we have not sought consent to publish is being withheld as it falls under the exemption in section 44 of the Act. Under this section information which we hold on this subject is exempt from disclosure since it was shared with us under our regulatory power and disclosure is prohibited under section 393(1) of the Communications Act 2003. Section 44 is an absolute exemption under the Act and does not require a public interest test.

I hope this information is helpful. If you have any further queries, then please send them to information.requests@ofcom.org.uk quoting the reference number above in any future communications.

Yours sincerely,

Emma Leech

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:

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