

Reference: 640884

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29 November 2018

**Freedom of Information: Right to know request**

Thank you for your request for information regarding broadband switching rates.

This was received by Ofcom on 19 November 2018 and it has been considered under the Freedom of Information Act 2000 (the Act).

You asked:

*I have been reviewing your reports and you used to publish the percentage of households that had switched their internet provider in the last 12 months. I am struggling to find this statistic in your latest reports.*

*Is there any chance you could provide me with this data? And if possible the same data for the last 5 years?*

Our Switching Tracker data, published October 2018, contains data related to the percentage of households switching their broadband provider. This can be found under Question 28, Table 114 here: [https://www.ofcom.org.uk/data/assets/pdf\\_file/0014/125024/switching-tracker-2018-data-tables.pdf](https://www.ofcom.org.uk/data/assets/pdf_file/0014/125024/switching-tracker-2018-data-tables.pdf).

Before this year, we did not report the specific percentage of broadband customers in any of our reports. Instead, it was reported as part of a bundled package, dual or triple play, in reports such as the Pricing or the Access and Inclusion report, available here:

[https://www.ofcom.org.uk/data/assets/pdf\\_file/0030/113898/pricing-report-2018.pdf](https://www.ofcom.org.uk/data/assets/pdf_file/0030/113898/pricing-report-2018.pdf)

[https://www.ofcom.org.uk/data/assets/pdf\\_file/0030/98508/access-inclusion-report-2016.pdf](https://www.ofcom.org.uk/data/assets/pdf_file/0030/98508/access-inclusion-report-2016.pdf).

However, to assist you with your request we do collect and hold similar data for the requested years as part of our annual statistical release calendar. This data can be found under 'Switching Tracker' on the webpage for each individual year: <https://www.ofcom.org.uk/research-and-data/data/statistics>.

If you have any queries, then please contact [information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk). Please remember to quote the reference number above in any future communications.

Yours sincerely,

## Catriona Lawrence

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