

Reference: 01454295

Julia Snape
Information Rights
information.requests@ofcom.org.uk

23 June 2022

Freedom of Information request: Right to know request

Thank you for your request for information concerning price controls on FTTC based products which we received on 11 May 2022 and have considered under the Freedom of Information Act 2000 ('the Act'). We were unable to answer your original request, as worded, without further clarification of what recorded information you were after. We have been unable to progress your request without receiving clearer clarification. In order to help you with the information we think you are seeking we have suggested a form of words below which I hope helps to provide the information you are interested in.

Your request

"Please confirm (yes or no) if Ofcom have ever considered enforcing a price reduction based on the fact that some subscribers have not been able to receive superfast broadband, (less than 30 MegaBits per Second)

*Note to ensure there is no ambiguity this request only applies as follows as marked with *****

ADSL or ADSL2 NO
VDSL YES (FTTC) ****
FTTP NO
FTTH No
Satellite NO
3g/4g/5g/ mobile NO

To clarify this service VDSL YES (FTTC) is the only one to be considered in this request"

Reframed in order to assist you:

"Has Ofcom ever consulted on imposing a retail price control on FTTC based products that have a maximum achievable download speed of less than 30Mbps"

Our response

We have not consulted on imposing a retail price control on FTTC based products that have a maximum achievable download speed of less than 30Mbps. Therefore we do not hold information in response to your request.

We note you submitted an internal review request on 13 June 2022, however we are unable to proceed with an internal review until we have issued an FOI response which is provided in this letter.

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

Julia Snape

If you are unhappy with the response you have received in relation to your request for information and/or consider that your request was refused without a reason valid under the law, you may ask for an internal review. If you ask us for an internal review of our decision, it will be subject to an independent review within Ofcom.

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 responding to 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 information.requests@ofcom.org.uk

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. Further information about this, and the internal review process can be found on the Information Commissioner's Office [here](#). Alternatively, the Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF