

Reference: 01509267

Zach Westbrook
Information Rights Advisor
information.requests@ofcom.org.uk

30 September 2022

Freedom of Information request: Right to know request

Thank you for your request for information concerning BT's £7.50 monthly charge for keeping an email address. Your request was received on 21 September 2022 and we have considered it under the Freedom of Information Act 2000 ('FOI').

Your request

We have a BT email address that we have used for many years and on cancelling our BT broadband but keeping our BT phone line we have lost our emails without notification. Today I have been informed and I feel black mailed into paying £7.50 per month to retain and access my email account through apps on my phone, iPad and computer.

This seems very wrong. I understand that Ofcom are investigating.

Can I have an update and is this right that I have to pay?

Our response

Ofcom responded to a similar [freedom of information request](#) in September 2021, as well as a [follow-up case](#) in November 2021 which are both available on our website. In these we explain the position with BT email addresses.

There have been no updates to the information contained in these responses since then.

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

Zach Westbrook

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