

Reference: 01687328

Information Requests
information.requests@ofcom.org.uk

20 October 2023

Freedom of Information request: Right to know request

Thank you for your request for information concerning outages lasting more than two days. This request was received on 29 September 2023 and we have considered it under the Freedom of Information Act 2000.

Your request

*I'm interested in whether there is any information on the number of cases and the amount of automatic compensation in the case of outages lasting more than two days?
I would like to use this information to determine how many days of outages UK customers of the participating ISPs experience.*

Our response

The total number of automatic compensation payments made by all signatories of the Automatic Compensation Scheme ('Scheme') in 2022 where consumers experienced delayed repair following a total loss of service was **601,000**. The total amount of compensation paid by the signatories as a result of these incidents was **£21.6m**.

This information is set out within our most recent [Comparing Customer Service report 2022](#), which was published in May this year. This Comparing Customer Service report along with previous annual reports containing data on the Scheme can be found on [Ofcom's website](#).

Signatories of the Scheme are required to pay compensation to a customer if a fault resulting in a complete loss of service is not fully fixed after two full working days - We can therefore assume that where compensation is paid by a signatory of the Scheme for a delayed repair following a total loss of service, that the fault has lasted at least two days. For further details see: [Automatic compensation: What you need to know - Ofcom](#)

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

Information Requests.

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