

Reference: 2111116

Information Requests
information.requests@ofcom.org.uk

19 December 2025

Freedom of Information request: Right to know request

Thank you for your request for information about vulnerable customers for broadband, phone and TV renewals.

We received this request on 21 November 2025 and we have considered your request under the Freedom of Information Act 2000 (“the FOI Act”).

Your request and our response

It is asserted that many elderly and vulnerable customers who are on reduced or promotional price contracts but listed as vulnerable are being taken advantage of when their contracts are coming up for renewal.

Customers will often go on to what are commonly called rolling 30-day contracts at full price from the supplier. If a vulnerable customer is not able to access their emails within 30 days of the end of the contract they will often not be aware of this happening sometimes for some time after they have been billed.

The following FOI information request seeks to gather information on the following.

- 1. The numbers of customers by supplier listed as vulnerable.*
- 2. The subset of these customers who are on email contact lists and whether or not these customers are able to receive written contact by post.*
- 3. The percentage of vulnerable customers by supplier who are on a fixed or rolling tariff.*
- 4. The percentage of customers listed as vulnerable who are receiving a social tariff.*
- 5. Any other pertinent information relating to the statement at the start of this request.*

Each year we collect information from providers including information about vulnerable customers however we only collect a 5% random sample of residential customers from each mobile provider. Therefore, the information is limited to those samples – as opposed to the universe of UK mobile customers. This only covers mobile, not fixed services.

While we have some information that falls in scope of your request, we consider that disclosure of this information is exempt under the FOI Act. In particular, section 44(1)(a) of the FOI Act exempts disclosure of information if its disclosure is prohibited under another enactment. Ofcom is prohibited under section 393 of the Communications Act 2003 ('the Communications Act') from disclosing information about a business which we have obtained in the course of exercising a power conferred by the Communications Act among others, unless we have the consent of that business or one of the statutory gateways under section 393(2) of the Communications Act is met, neither of which applies here. Section 44 is an absolute exemption and therefore is not subject to a public interest test.

Yours sincerely,

Information Requests

Request an internal review

If you are unhappy with the response you have received to your request for information, or think that your request was refused without a reason valid under the law, you may ask for an internal review. If you do, it will be subject to an independent review within Ofcom. We will either uphold the original decision, or reverse or modify it.

If you would like to ask us to carry out an internal review, you should get in touch within two months of the date of this letter. There is no statutory deadline for us to complete our internal review, and the time it takes will depend on the complexity of the request. But we will try to complete the review within 20 working days (or no more than 40 working days in exceptional cases) and keep you informed of our progress. Please email the Information Requests team (information.requests@ofcom.org.uk) to request an internal review.

Taking it further

If you are unhappy with the outcome of our internal review, then you have the right to [complain to the Information Commissioner's Office](#).