

Reference: 2088249

Information Requests
information.requests@ofcom.org.uk

23 October 2025

Freedom of Information request: Right to know request

Thank you for your request for information about BT Group.

We received this request on 8 October 2025 and we have considered your request under the Freedom of Information Act 2000 (“the FOI Act”).

Your request and our response

*Under the Freedom of Information Act 2000, I request the following information held by Ofcom for the period **1 January 2020 to 30 September 2025**, relating to **BT Group plc** and its subsidiaries **BT, EE, Plusnet, and Openreach**.*

1. **Consumer Complaints:**

- *The total number of complaints received by Ofcom each year regarding BT, EE, Plusnet, and Openreach.*
- *The number of complaints each year categorised under or referencing:*
 - *Billing errors or overcharging*
 - *Double billing (e.g., EE and BT billing simultaneously)*
 - *Mis-selling or inaccurate contract terms*
 - *Broadband migration issues (including between EE, BT, and Plusnet)*
 - *Access to billing data or account management portal issues*

We cannot disclose this information as it is exempt from disclosure under section 44 of the FOI Act. This exemption provides that information is to be withheld if its disclosure is prohibited under other legislation – in this case section 393(1) of the Communications Act 2003 (the Act). Section 393(1) of the Act prevents us from disclosing information about a particular business, in this case BT Group, which we have obtained in the course of exercising a power conferred by, among other legislation, the Act, unless we have the consent of that business or one of the statutory gateways under section 393(2) of the Act is met, neither of which apply here. Section 44 is an absolute exemption under the FOI Act and does not require a public interest test.

While Ofcom cannot disclose the business specific complaint details requested, we do compile and publish some complaints figures to help us better understand the reasons for dissatisfaction among customers in the sectors we regulate. By publishing these figures, we can help consumers to see

how their providers perform in relation to others, as well as helping them to choose a new provider if they're thinking of switching. Please see the following: [Latest telecoms and pay-TV complaints revealed](#)

2. Investigations and Enforcement:

- *Details of any Ofcom investigations or compliance/enforcement actions concerning BT, EE, Plusnet, or Openreach between 2019 and 2025, including:*
 - *The date opened and closed;*
 - *The issue investigated;*
 - *The outcome (e.g. fine, undertaking, closure).*

Details of Ofcom investigations can be found on our website: www.ofcom.org.uk/enforcement, where you can filter the topic (e.g. phone and broadband) and can also select a date range.

3. Correspondence and Internal Notes:

- *Any correspondence (emails, letters, or meeting notes) between Ofcom and BT Group (or its subsidiaries) from 2021–2025 that discuss:*
 - *Customer billing accuracy or transparency;*
 - *EE-to-BT broadband migration issues;*
 - *Duplicate or ongoing billing after migration;*
 - *Ofcom's consumer harm assessments relating to these issues.*

4. Policy or Consumer Impact Documents:

- *Any Ofcom briefing notes, data summaries, or reports referencing systemic billing or migration issues within BT Group since 2019.*

In response to requests 3 and 4 we cannot disclose this information as it is exempt under section 44 of the FOI Act. This exemption provides that information is to be withheld if its disclosure is prohibited under other legislation – in this case section 393(1) of the Communications Act 2003 (the Act). Section 393(1) of the Act prevents us from disclosing information about a particular business, in this case BT Group, which we have obtained in the course of exercising a power conferred by, among other legislation, the Act, unless we have the consent of that business or one of the statutory gateways under section 393(2) of the Act is met, neither of which apply here. Section 44 is an absolute exemption under the FOI Act and does not require a public interest test.

We 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,

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](#).