

Reference: 02084893

Information Requests  
[information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk)

21 October 2025

Dear,

### Freedom of Information request: Right to know request

Thank you for your request for information concerning the number of complaints relating to poor broadband service.

We received this request on 2 October 2025 and we have considered your request under the Freedom of Information Act 2000.

#### Your request

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*“Could you share the number of complaints Ofcom has received in relation to poor broadband services? Please could you split the data by year (2025 YTD, 2024, 2023). Separately, could you also pull the same data exclusively for December 2024 and December 2025?”*

#### Our response

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We do not hold complaints in our system under a ‘poor broadband’ category. We do not know what particular aspect of poor broadband services you are interested in, however, to be helpful we have collated some figures for the categories ‘total loss of service’, ‘fault other’ and ‘broadband speeds too slow’, which we think could fall under the description ‘poor broadband’. Please note that the below figures only include fixed line broadband (rather than mobile) and do not include complaints where broadband is one of multiple services affected (e.g. a total loss of phone and broadband services). The figures on this basis are below.

- 2023 – 1637
- 2024 – 1718
- 2025 (up to 15 October) – 1160

In regard to your request for the same data for December 2024 and December 2025, we note that we have not yet reached December 2025. To be helpful, we have provided figures for December 2023 and December 2024.

- December 2023 – 120
- December 2024 – 89

I hope this information is helpful. If you have any further queries, then please send them to [information.requests@ofcom.org.uk](mailto: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](mailto: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](#).