

Reference:2065044

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

15 September 2025

## Freedom of Information request: Right to know request

Thank you for your revised request for information under the Freedom of Information Act 2000 ('the FOI Act') for a narrowed date range of 2018 - 2021. This is in response to a previous FOI request here: [updated FOI PSA up to cost limit](#).

We received your request on 17 August 2025 and have considered it under the FOI Act. We requested clarification of your request on 21 August 2025 and you clarified on the same day that you are interested in information related to Enarpee Services Ltd.

### Your request

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*"For clarity, I am content to narrow the date range of my request to cover the period 2018 through 2021 inclusive. This should assist Ofcom in reducing the scope and volume of material to be considered.*

[xxxxxxxxxx]

*In narrowing the timeframe to 2018–2021, I believe my request is now clearly specific, proportionate, and manageable. I therefore ask that Ofcom proceed to review and disclose material in scope in accordance with its obligations under the Freedom of Information Act 2000."*

### Our response

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We have searched our records and, as explained further below, we consider it would still take us a substantial amount of time to look for information relating to Enarpee Services Ltd, falling within the 3-year period.

We are unable to process your request as we consider that section 12 of the FOI Act applies. The information is not readily accessible as a considerable amount of time would be needed to locate, retrieve, identify and extract any relevant information. Section 12 of the Freedom of Information Act 2000 provides that a public authority is not obliged to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the "appropriate limit". The appropriate limit is set out in the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004, and is, for Ofcom, £450. That sum is intended to cover the estimated costs involved in determining whether Ofcom holds the information requested, identifying, locating, retrieving and extracting the information from any document containing it. The Regulations provide that costs are to be estimated at a rate of £25 per person per hour.

Ofcom estimates that it would take at least 18 hours to identify, locate and extract the information you require and as such the cost of complying with your request will exceed the appropriate limit. We will therefore not be able to provide any information in connection to your request.

We note that we would need to search Ofcom's records and information from the old PSA systems before trying to identify and extract any documents in scope. We have so far uncovered at least 180 documents (some with several pages), from just a partial search of these systems, that we would need to review to identify and extract any information in scope of the request. We therefore estimate that it would take over 18 hours to identify and extract the information.

If you wish to submit an alternative request with a narrower, more specific scope in relation to this subject, we would be happy to give it our full consideration. For example, if the period for the request was only 12 months and the request only related to information held on the old PSA system, we may be able to search for this information within the appropriate time limit.

In any event, with any information requested, exemptions may apply.

Please note that it is our general policy to publish FOI Act responses including any documents that may be released. For the avoidance of doubt, we do not accept that any matter of public interest has been identified and reserve our position on section 14.

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](#).