

Reference: 02115096

Information Requests
information.requests@ofcom.org.uk

30 January 2026

Freedom of Information request: Right to know request

Thank you for your request for information concerning BT line rental cost.

We received this request on 2 December 2025 and we have considered your request under the Freedom of Information Act 2000 (the 'FOI Act'). We wrote to you on 31 December 2025 to say we needed more time to consider the public interest in withholding or disclosing the information, and we have now concluded this.

Your request & our response

Could I have a copy of the BT Line Rental cost for both broadband and telephone individually to as far back as your records go?

Information on BT's voice line rental charges can be found in Ofcom's [Pricing Trends for Communications services reports](#). The [most recent report](#) (published in December 2024) includes data from September 2019 to September 2024 (Figure 29, p41 - real-term figures only) while its accompanying [datafile](#) and [interactive report](#) both include nominal and real-term figures.

Ofcom does not collect any retail landline and fixed broadband tariff data itself, rather we use information we purchase from a third party.

We are unable to disclose any information we have not published because we consider that it is exempt from disclosure under the FOI Act. In particular, section 44(1) of the FOI Act provides that information is exempt from disclosure if its disclosure is prohibited by or under any enactment. The enactment that prohibits the disclosure of this information is section 393(1) of the Communications Act 2003 ("the Act"). Under this section, we are prohibited from disclosing information with respect to a particular business that has been obtained in the exercise of our regulatory functions, unless that business consents or one of the statutory gateways under section 393(2) of the Act is met, neither of which apply here. Section 44 of the FOI Act is an absolute exemption and therefore is not subject to the public interest test.

Additionally, we also consider that other exemptions may be applicable here, particularly section 43 of the FOI Act which provides that information is to be withheld if the disclosure would or would be likely to, prejudice the commercial interests of anyone (including us or the third party we purchased the data from). We consider this would apply here given the retail landline and fixed broadband tariff data was obtained through the third party's paid for subscription services.

You may wish to contact BT directly to see if they can assist.

Yours sincerely,

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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](#).