

Reference: 02217443

Information Requests
information.requests@ofcom.org.uk

22 July 2026

Freedom of Information request: Right to know request

Thank you for your request concerning fixed annual telecom price increases.

We received this request on 24 June 2026 and we have considered your request under the Freedom of Information Act 2000.

Your request & our response

Please provide the following information relating to Ofcom's decision to permit fixed annual price increases in telecommunications contracts:

1. Any impact assessments, cost-benefit analyses, economic analyses or consumer impact studies used in reaching the decision.

On 12 December 2023, Ofcom published a [consultation](#) which proposed to prohibit inflation-linked price rises. Our provisional impact assessment was included in that document, as explained in Section 2 (paragraphs 2.43-2.44).

On 19 July 2024, Ofcom published a [statement](#) which set out our decision to proceed with changes to our rules to require any specified in-contract price rises to be set out upfront in pounds and pence at the point of sale. That statement included our updated impact assessment, as explained in Section 2 (paragraphs 2.56 – 2.59).

The above documents also refer to the consumer survey evidence we relied upon in reaching our decision, which included:

- Two quantitative consumer surveys of pay-monthly mobile and broadband customers: [Inflation-linked in-contract price rises - Broadband](#) and [Inflation-linked in-contract price rises - Mobile](#)
- Qualitative consumer research conducted in July and August 2023: [Inflation-linked-price-rises-qualitative-research-report](#)

2. Any analysis comparing fixed annual price increases with:

a) inflation-linked increases; and

b) contracts with no mid-term price increases.

Section 4 of our December 2023 consultation (in particular paragraphs 4.21 – 4.42) sets out our analysis of different remedy options we considered as part of our review – this included an assessment of the option of requiring providers to fix the monthly price for their services at the same level for the duration of the contract (a fixed charges requirement). As explained in that

document, we provisionally concluded that the 'pounds and pence requirement' option would best address the harm we identified and meet our policy objectives. Section 4 of our July 2024 statement then sets out, having considered stakeholder responses, our final assessment that the pounds and pence requirement best met our policy objectives (see paragraphs 4.19-4.95).

3. Any analysis undertaken regarding the effect of fixed annual price increases on customers with lower-cost contracts, including customers paying less than £10 per month.

Section 5 of our July 2024 statement sets out our consideration of the potential impact of the pounds and pence requirement on consumers on lower-priced tariffs (see paragraphs 5.66-5.69).

As set out in Ofcom's plan of work 2026/27, we are reviewing the impact of changes to our rules that require providers to set out in-contract price rises upfront in pounds and pence rather than using inflation-linked terms. This review is an ex-post evaluation - part of our ongoing programme of such reviews.

4. Any records, meeting minutes, briefing papers or correspondence discussing the rationale for preferring fixed annual increases over alternative pricing mechanisms.

This information is contained in our July 2024 statement. In particular, as explained above, Sections 4 and 5 of that document set out our rationale for proceeding with changes to our rules to require any specified in-contract price rises to be set out upfront in pounds and pence at the point of sale, over alternative remedy options.

We also hold other documents developed throughout the project, including those to support policy discussions and governance meetings. However, these contain early thinking/views and do not include additional reasoning for making the decision beyond that set out in our July 2024 statement.

Should you wish to request for information on this early thinking, please note that we may be unable to disclose any information as it may be exempt from disclosure under section 36(2)(b)(ii) and (c) of the FOI Act that enable authorities to withhold information where the disclosure of the information:

- would, or would be likely to, inhibit the free and frank exchange of views for the purposes of deliberation; and
- would otherwise prejudice, or would be likely otherwise to prejudice, the effective conduct of public affairs.

See this ICO guidance for more information on this: [Section 36 - Prejudice to the effective conduct of public affairs | ICO](#)

5. Copies of any declarations of interest, conflict-of-interest assessments, or governance reviews specifically undertaken in connection with this policy decision.

No declarations of interest, conflict-of-interest assessments or governance reviews were undertaken in connection with this specific policy decision.

Ofcom publishes a Register of Disclosable Interests. This register sets out the disclosable interests and commitments of executives and non-executives who sit on Ofcom's Boards, Committees and Panels, and the interests of their partners and dependents. See: [Register of disclosable interests](#).

The Code of Conduct for Ofcom Board Members, which includes sections on conflicts of interest, is published here: <https://www.ofcom.org.uk/siteassets/resources/documents/about-ofcom/how-ofcom-is-run/ofcom-board/board-information/ofcom-board-code-of-conduct.pdf?v=416499>

All Ofcom members of staff should report any conflict of interest as soon as they become aware of it. Furthermore, members of staff are required to complete an annual attestation process to assess

whether any conflict of interest exist. Where required, they should put in place as soon as possible any actions to manage such conflict(s). Actions will be proportionate to:

- the risk and may include, but are not limited to, asking staff to avoid certain decisions or involvement;
- in decisions, removal or avoidance of certain projects or areas of work, appending certain conditions to staff members' terms and conditions of work, temporary removal of their post and / or gardening leave, if appropriate.

Staff members are required by their employment contract to comply with this Policy, and breaches or insufficient or untimely action may result in disciplinary action up to and including dismissal, under Ofcom's Disciplinary Policy.

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](#).