

Reference: 2203735

Information Requests

information.requests@ofcom.org.uk

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Freedom of Information request: Right to know request

Thank you for your request for information about Sky broadband billing complaints.

We received this request on 26 May 2026 and we have considered it under the Freedom of Information Act 2000 ('the FOI Act').

Your request and our response

I would...like to request, where possible under applicable information access legislation, any available information regarding the number of similar complaints made concerning Sky Broadband billing disputes within the past 12 months.

Ofcom holds some information regarding Sky complaints.

Ofcom publishes quarterly complaints reports [on this webpage that also includes information on Sky: Complaints about broadband, landline, mobile and pay-tv services - Ofcom](#). This report compiles complaint data and determines the number of complaints received by provider and by service. To compare the performance of providers, we publish the number of complaints that we receive about them relative to the size of their customer bases (i.e. per 100,000 customers) and high-level categories such as "billing, pricing and charges," within which issues such as out-of-plan and roaming charges would typically fall.

However, we are unable to provide any other information we hold as we consider that relevant information is exempt from disclosure under Section 44 of the FOI Act. 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 Communications Act"). Under this section, we are prohibited from disclosing information with respect to a particular business (such as Sky) 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 Communications Act is met, neither of which apply here. Section 44 of the FOI Act is an absolute exemption and is not subject to the public interest test.

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](#).