

Reference: 02207655

Information Requests
information.requests@ofcom.org.uk

26 June 2026

Freedom of Information request: Right to know request

Thank you for your request concerning Virgin Media O2's out of contract & in contract payments.

We received this request on 5 June 2026 and we have considered your request under the Freedom of Information Act 2000.

Your request & our response

Please will you provide me with the Virgin Media O2 percentage difference between 'out of contract & 'in contract' monthly payments for the provision of my combined broadband, telephone & television for the years, 2020, 2021, 2022, 2023, 2024 & 2025.

We note that your enquiry asked for details about the percentage difference between 'out of contract & 'in contract' monthly payments for the provision of “my” combined broadband, telephone & television. However, Ofcom does not hold records of individual contracts with network providers.

Therefore, you would need to contact Virgin Media O2 directly with your line of enquiry.

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](#).