

Reference: 02194426

Information Requests
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3 June 2026

Freedom of Information request: Right to know request

Thank you for your request for information about administrative fees for CPs.

We received this request on 30 April 2026 and you provided us with clarification on 6 May 2026, and then again on 7 May 2026. We have considered your request under the Freedom of Information Act 2000.

Your request

I have recently familiarised myself with the Digital Economy Act 2017, which grants Ofcom the authority to impose administrative fees on communication providers with a turnover exceeding £5 million.

In the event that a communication provider fails to comply with this act by significantly underreporting their annual turnover of over £5 million, what are the repercussions? Are there any exemptions from these administrative fees, such as for resellers of another network with a turnover exceeding £5 million over a few years, even if their name is not on the list of communication providers who paid this fee?

Is there a finder's fee for individuals who report a communication provider for non-compliance with the Digital Economy Act 2017, specifically for failing to report their turnover of over £5 million, thereby allowing them to avoid paying the specified administrative fee?

We asked which section of the Digital Economy Act 2017 you were referring to, and you clarified your response on 7 May 2026 with the following:

I could not exactly find the provision that gives the authority for Ofcom to charge an administration fee, unless I was misformed somewhere on the Ofcom site

The information is not clear with Ofcom in regards to administration charges

I have sent a pdf on seeking more clarification on these charges as set by the PDF

What are the repercussions this company may face, if a communication provider has a turnover of more than £5 to £6million but is not listed as one of the communication providers listed on the pdf of 2026-27. Are there any exemptions from these administrative fees for any communication provider that qualify to be charged this administrative fee, by under reporting their turnover. Is qualified exception or discounts for. such as for resellers of another network with a turnover exceeding £5 million over a few years, even if their name is not on the list of communication providers who paid this fee?

Another question, is there a finder's fee for individuals who report a communication provider for non-compliance with the Digital Economy Act 2017, specifically for failing to report their turnover of over £5 million, thereby allowing them to avoid paying the specified administrative fee?

Our response

We have interpreted your questions as referring to Ofcom's ability to levy administrative charges in accordance with section 38 of the Communications Act 2003 ('the Act').

In accordance with section 137(6) of the Act, Ofcom has issued a General Demand for financial information under [section 135](#) of the Act to every person who is liable to pay administrative charges, which is also published on our website [here](#). This is for the purposes of calculating the administrative charge for each charging year. There are no qualification exceptions to this charge, as all providers of electronic communications services, networks or associated facilities are required to comply under section 38 of the Act.

Failure to comply with a statutory information notice issued under section 135 of the Act can result in significant consequences. Failing to comply can mean failing to respond by the given deadline or providing an inaccurate or incomplete response. Consequences of a failure to comply can initiate enforcement action which can result in significant financial penalties or, in extreme cases, a suspension of a business' entitlement to provide networks, services or facilities.

Our [relevant activity guidelines](#) provide information for persons liable to pay administrative charges under the Act, on how to establish their Relevant Turnover from their Relevant Activities in the appropriate Charging Year.

Additionally, if Ofcom requires further information on the Relevant Turnover of a provider, then we can issue a formal statutory request for information under section 135 of the Act to ascertain or verify a provider's liability under the Act and issue charges accordingly. For example, if it is found that a provider is non-compliant, Ofcom can consider retrospectively charging the provider the fees it should have paid if the correct information had been provided.

We can confirm in response to the final part of your question that Ofcom does not operate a reward scheme for individuals who provide a whistleblowing notification to Ofcom regarding a provider and their potential liability under the Act, but any reports will be reviewed accordingly to ensure the fair and proportionate collection of Ofcom's administrative charges from regulated providers.

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](#).