

Reference: 2196975

Information Requests

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8 June 2026

Freedom of Information request: Right to know request

Thank you for your request for information about complaints received against EE.

We received this request on 8 May 2026 and we have considered it under the Freedom of Information Act 2000 ('the FOI Act').

Your request

I am writing to request information under the Freedom of Information Act 2000 regarding complaints made to Ofcom about EE (Everything Everywhere).

Specifically, I am requesting data from January 2021 to the present concerning complaints about:

- 1. Out-of-plan charges on UK domestic mobile phone plans (e.g., calls, texts, or data used outside of a monthly allowance and especially for out-of-plan calls).*
- 2. Roaming charges (charges incurred while using a mobile device abroad).*

For each of these two categories, please provide the following data, broken down by year or quarter:

- * The total volume of complaints received by Ofcom.*
- * The number of these complaints that were specifically flagged as being about "billing," "overcharging," or "roaming fees."*
- * If held, the total number of these complaints that were subsequently referred to an Alternative Dispute Resolution (ADR) scheme, such as the Communications Ombudsman.*

I would prefer to receive this data in an electronic format (Excel or CSV). If this request exceeds the cost limit, please provide advice on how I may narrow my request to receive a meaningful subset of this data.

Our response

Ofcom holds some information regarding EE complaints.

Ofcom publishes quarterly complaints reports [on this webpage that also includes information on EE: 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. This same webpage contains links to quarterly reports from the previous years including 2024, 2023 and 2022, and also contains a CSV (excel) file with the underlying data for each report which you can download.

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 EE) 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,

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](#).