

Reference: 02204562

Information Requests
information.requests@ofcom.org.uk

11 June 2026

Dear,

Freedom of Information request: Right to know request

Thank you for your request for information concerning Virgin Media's removal of channel.

We received this request on 28 May 2026 and we have considered your request under the Freedom of Information Act 2000 ("the FOI Act").

Your request

"On 10th April, without warning or consultation, Virgin Media removed channel 159 across the UK, which carried Local TV services. I believe this to be in breach of Virgin's own commitments. This indefensible removal of Public Service Broadcasting channels must be reversed. Please provide all information (including but not limited to board minutes, memos, emails, and any contact with the channels, the broadcasting platform, and any concerned parties) relating to Virgin Media's decision to remove channel 159 from its services without providing other means for its customers to access such news and information services."

Our response

We do not hold the requested information. However, you may find the following information helpful. Virgin Media has a licence to provide an electronic programme guide ('EPG') or TV guide. Ofcom does not require licence holders to provide us with information about who they list on their EPG and Virgin Media did not notify Ofcom about its removal of channel 159. There is also no requirement for Virgin Media to carry local TV. For local TV, the 'must carry' obligations only apply to Digital Terrestrial Television (i.e. Freeview) and not to satellite or cable.

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](#).