

Reference: 02163913

Information Requests  
[information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk)

17 March 2026

Dear,

## Freedom of Information request: Right to know request

Thank you for your request for information concerning long duration business contracts.

We received this request on 17 February 2026 and we have considered your request under the Freedom of Information Act 2000 (“the FOI Act”).

### Your request

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*“Please could you provide a list of meetings and communications you have had with telecoms companies that you regulate and their various trade associations about the impact of long-duration (greater than 3 years) telecoms contracts for business.”*

### Our response

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We have interpreted your request as referring to long term duration contracts for business customers only.

You may be aware that Ofcom’s General Condition C1.11 states that no phone and/or broadband contracts (including bundles) can be offered with a commitment period longer than 24 months. When we first introduced this rule in 2011, it applied to providers who deal with residential customers. We extended this rule so that it also applies to small business customers (those with 10 employees or fewer) in December 2021. We consulted on whether to extend the rule in this way and the responses we received are summarised on pages 110-111 of our [Statement: Fair treatment and easier switching for broadband and mobile customers](#). The full text of the consultation responses referred to can be found at the bottom of this page: <https://www.ofcom.org.uk/phones-and-broadband/accessibility/proposals-to-implement-new-eecc>.

As your request does not mention a timeframe, we would need to search meeting notes and communications with telecoms providers or with trade associations that represent them, to establish whether or not we have discussed the impact of contract durations of greater than 3 years in them, including back to the time the 2021 changes came into place. Due to the nature of our work as the communications regulator, there are multiple interactions across different teams and departments within Ofcom on different matters. We consider it would take a substantial amount of time to conduct this exercise. In response to the information you have requested, we consider that this is exempt under section 12 of the FOI Act. Section 12 of the FOI Act provides that a public authority is not obliged to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the “appropriate limit”. The appropriate limit is set out in the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004, and is, for Ofcom, £450, which is equivalent to 18-hours. That sum is intended to cover the

estimated costs involved in determining whether Ofcom holds the information requested, identifying, locating, retrieving and extracting the information from any document containing it. The Regulations provide that costs are to be estimated at a rate of £25 per person per hour.

You may wish to consider submitting a narrower request and we will consider it under the FOI Act, for example providing a timeframe that encompasses when Ofcom consulted on (December 2019), and later decided (October 2020), the rule change mentioned above. Should you decide to make a further request for information, please note that other exemptions under the FOI Act may apply.

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](mailto: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](#).