

Reference: 02187988

Information Requests
information.requests@ofcom.org.uk

11 May 2026

Freedom of Information request: Right to know request

Thank you for your request for information concerning sales practices, billing and charging for OneCom Ltd.

We received this request on 15 April 2026 and we have considered your request under the Freedom of Information Act 2000 ("the FOI Act").

Your request & our response

I am writing to ask how aware you are of Onecom Ltd?

Are you investigating the sales practices of OneCom Ltd?

I am following the steps you recomend on your website and would like to know if you have any record of them and complaints that have been made against them.

Ofcom records and monitors complaints received from consumers. Where complaints or other data/information indicate a widespread compliance concern, we will consider whether it is appropriate to look into the matter further and engage with a service provider or open an investigation in accordance with our [Enforcement Guidelines](#).

We can confirm that we are not formally investigating Onecom; all formal investigations (unless they are highly sensitive) are announced in our [enforcement bulletin](#).

We are unable to disclose further details of complaints received or to provide figures for the number of complaints recorded relating to Onecom under this FOI request as we consider that disclosure of this information is exempt under the FOI Act. In particular, section 44(1)(a) of the FOI Act exempts disclosure of information if its disclosure is prohibited under another enactment. Ofcom is prohibited under section 393(1) of the Communications Act 2003 ('the Communications Act') from disclosing information about a business, in this case Onecom, which we have obtained in the course of exercising a power conferred by the Communications Act among others, unless we have the consent of that business or one of the statutory gateways under section 393(2) of the Communications Act is met, neither of which applies here. Section 44 of the FOI Act is an absolute exemption and therefore is not subject to a public interest test.

In relation to your individual experience, if you have exhausted Onecom's complaints procedure, or your complaint has been ongoing for more than 6 weeks since it was first raised, you can escalate your complaint to Onecom's Alternative Dispute Resolution (ADR) scheme, CISAS.

CISAS are free to use and independent from Onecom. CISAS can be contacted by phone on 0207 520 3814 or by email: cisas@cedr.com.

Yours sincerely,

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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](#).