

Reference: 02300423

Information Requests
information.requests@ofcom.org.uk

28 October 2026

Freedom of Information request: Right to know request

Thank you for your request for information about BT email and domain migration to Network Solutions LLC.

We received this request on 12 October 2026 and we have considered your request under the Freedom of Information Act 2000 ("the FOI Act").

Your request

I request information held by Ofcom concerning the transfer of BT-managed domain, website and associated email services to Network Solutions LLC, including the migration announced for January 2026.

Please provide the following information, covering the period from 1 January 2026 to the date of your response:

- 1. The number of complaints received by Ofcom concerning loss or disruption of email services associated with this migration.*
- 2. The number of reports received concerning lost emails, failure to receive incoming emails, inability to access email accounts, and problems with domain transfers.*
- 3. Any recorded figures identifying the number of BT customers or email accounts affected by the migration.*
- 4. Any recorded information concerning investigations, correspondence with BT or Network Solutions LLC, or regulatory action relating to these problems.*

If the information is recorded separately for residential and business customers, please provide the available breakdown.

I am requesting existing recorded information only. If Ofcom does not hold some or all of the information, please confirm this and identify any publicly available information or other organisation that may be able to assist.

Our response

In response to the information 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.

The information you have requested does not currently fall within Ofcom's remit of regulation. Ofcom does not regulate the transfer or migration of provider internet domain names, websites, or associated email hosting services. While it may be possible we hold some complaints regarding these services, our systems do not have a specific filter or search function to allow for easy or direct assessment of the number of complaints.

In order to satisfy your request and provide the required information, we would need to manually analyse every complaint we have received within the time requested. This would take us beyond the 18-hour limit of complying with a request.

You may wish to consider submitting a narrower, more focused request, for example, a much smaller timeframe. We would then consider this under the FOI Act. However, should you decide to make a further request for information, please note that we consider it unlikely we will hold relevant information in scope of your request, and if it is found we do, it would likely be withheld under FOI Act exemptions, such as section 44.

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 Commission](#).