

Reference: 01483203

Katherine Childs
Information Rights Advisor
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Freedom of Information: Right to know request

Thank you for your request for information asking if Ofcom have investigated the way BT present their billing information. We received this request on 19 July 2022 and have considered it under the Freedom of Information Act 2000 (the "FOI Act").

Your request

You asked:

Has OFCOM previously investigated or had cause to complain to BT regarding the way they present their "Billing" information on customer's monthly bills.

Our response

Ofcom has not carried out any formal investigation into the way BT's billing information is presented on customers monthly bills.

You can see a list of open and closed cases that Ofcom have investigated on the [Competition and Consumer Enforcement Bulletin](#).

If you have any queries, then please contact information.requests@ofcom.org.uk. Please remember to quote the reference number above in any future communications.

Yours sincerely,

Katherine Childs

If you are unhappy with the response you have received in relation to your request for information and/or consider that your request was refused without a reason valid under the law you may ask for an internal review. If you ask us for an internal review of our decision, it will be subject to an independent review within Ofcom.

The following outcomes are possible:

- the original decision is upheld; or
- the original decision is reversed or modified.

Timing

If you wish to exercise your right to an internal review **you should contact us within two months of the date of this letter**. There is no statutory deadline for responding to internal reviews and it will depend upon the complexity of the case. However, we aim to conclude all such reviews within 20 working days, and up to 40 working days in exceptional cases. We will keep you informed of the progress of any such review. If you wish to request an internal review, you should contact information.requests@ofcom.org.uk

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. Further information about this, and the internal review process can be found on the Information Commissioner's Office [here](#).

Alternatively, the Information Commissioner can be contacted at:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF