

Reference: 1722504

Information Rights
Information.requests@ofcom.org.uk

18 December 2023

Freedom of Information: Right to know request.

Thank you for your request for information about a BT 3.9% bill increase.

We received this request on 23 November 2023 and have considered it under the Freedom of Information Act 2000.

Your request and our response

Some time ago BT was allowed to charge everybody that used their telephone cable network 3.9% extra ostensibly for the purpose of upgrading their system to fibre. BT have announced that soon every telephone using their lines will have to be digital, since that can only happen if all copper lines have been replaced, would you please tell me when the 3.9% extra per telephone bill will be stopped.

Ofcom does not hold the information requested. BT's pricing, and price increases, are commercial decisions for BT.

It may be helpful to note that, earlier this year, we launched a [review](#) to examine whether telecoms providers' application of inflation-linked, in-contract price rises (which typically include an additional fixed percentage increase of 3.9%) give phone and broadband customers sufficient certainty and clarity about what they can expect to pay. More details on what our review will cover can be found in our [terms of reference](#). We will set out our findings in a publication before the end of the year, including any changes to our rules that we think are necessary.

I hope this information is helpful. If you have any further queries, then please send them to information.requests@ofcom.org.uk quoting the reference number above in any future communications.

Yours sincerely,

Information requests

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