

Reference: 01772375

Information Requests
information.requests@ofcom.org.uk

20 February 2024

Freedom of Information request: Right to know request

Thank you for your request for information about Plan.com.

We received this request on 31 January 2024 and we have considered your request under the Freedom of Information Act 2000 (“the FOI Act”).

Your request

“How many complaints have Ofcom received in 2023 from people who say they were fraudulently or mis-sold phone contracts from [Plan.com](https://www.plan.com) ?”

Our response

Ofcom publishes certain data relating to complaints about the largest telecommunications (telecoms) providers on a quarterly basis to further the interests of consumers. You may access the [Telecoms and pay-TV complaints data - Ofcom](#) for 2022 and 2023 on our website. For complaints data relating to previous years, please refer to the National Archives website: [The National Archives](#).

We can neither confirm or deny whether we hold the information you have requested as we consider this data is exempt from disclosure under section 44 of the FOI Act. Section 44 exempts the disclosure of information which is prohibited by another enactment. We are prohibited under section 393 of the Communications Act 2003 from disclosing information which relates to a business, in this case Plan.com, which we have obtained in exercise of our powers, unless we have the consent of that business or one of the statutory gateways for disclosure under section 393(2) of the Act is met, neither of which applies here. Section 44 is an absolute exemption and does not require a public interest test.

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

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](#).