

Reference: 01770559

Information Requests  
[information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk)

13 February 2024

## Freedom of Information request: Right to know request

Thank you for your request for information about Virgin Media end of contract notification complaints.

We received this request on 29 January 2024 and we have considered your request under the Freedom of Information Act 2000 ("the FOI Act").

### Your request

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- "1) How many Virgin Media customers complaint about not receiving "End of Contract" notification?*
- 2) Period of Query from Jan 2022 to Jan 2024.*
- 3) A breakdown by each year or month"*

### Our response

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Ofcom publishes certain data relating to complaints about the largest telecommunications (telecoms) providers on a quarterly basis to further the interests of consumers. This includes but is not limited to complaints about Virgin Media. You may access the [Telecoms and pay TV complaints data](#) for 2022 and 2023 on our website. For complaints data relating to previous years, please refer to [The National Archives](#). While these complaint reports do give information on what percentage of mobile provider complaints were due to billing, pricing and charges, the reports do not specifically detail how many complaints were about customers not receiving end of contract notifications.

We are unable to disclose any further detail about Virgin Media end of contract notifications as this information 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 from disclosing information which relates to a business, in this case Virgin Media, 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.

If you have any further queries, then please send them to [information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk) – quoting the reference number above in any future communications.

Yours sincerely,

## Information Requests

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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](mailto: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](#).