

Reference: 01914886

Information Requests
information.requests@ofcom.org.uk

27 November 2024

Freedom of Information request: Right to know request

Thank you for your request for information concerning BT fine information.

We received this request on 30 October 2024 and we have considered your request under the Freedom of Information Act 2000 (“the FOI Act”).

Your request and our response

On 22/05/24, it was reported on the internet that you fined BT Group £2.8 million for failure of its subsidiaries EE and PlusNet for the handling of their customers. You also ordered that BT pay recompense to EE's and PlusNet's customers for these failures. Under the Freedom of Information Act 2000, please will you supply the following information with regard to your fine and order with BT.

1. Has BT paid this fine? If YES: When was it paid and how much was paid? If NO: Why not?

Yes, BT paid £2.8 million on 14 June 2024.

2. Has BT paid compensation to EE's and PlusNet's customers as ordered?

BT has refunded affected EE and Plusnet customers the equivalent to the amount billed as Early Termination Charges, as required.

If YES: How many EE customers were paid and when, and the total amount of this payment. If NO: Why not?

Whilst we hold the information you have requested, we are withholding this as we consider it is exempt from disclosure under section 44(1) of the FOI Act. Section 44(1) of the FOI Act provides that information is exempt from disclosure if its disclosure is prohibited by or under any enactment. The enactment that prohibits the disclosure of this information is section 393(1) of the Communications Act 2003 (“the Communications Act”). Under this section, we are prohibited from disclosing information with respect to a particular business (in this case, BT) that has been obtained in the exercise of our regulatory functions, unless that business consents or one of the statutory gateways under section 393(2) of the Communications Act is met, neither of which apply here. Section 44 of the FOI Act is an absolute exemption and therefore is not subject to the public interest test.

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](#).