

Reference: 01888368

Information Requests
information.requests@ofcom.org.uk

12 September 2024

Freedom of Information request: Right to know request

Thank you for your request for information about mis-sold contracts.

We received this request on 27 August 2024 and we have considered your request under the Freedom of Information Act 2000 (“the FOI Act”).

Your request

“I am writing today to request some information in relation to the data you may hold on telecommunications providers, including MNO’s, MVNO’s.

Please specify in accordance with the data you hold how many mis-sold contracts have been reported to OFCOM for the years 2024 / 2023 / 2022 / 2021 / 2020.

If you can be specific that would help and as the regulator I would hope that you hold this information, please list the number of Mis-Sell complaints per year and please categorise whether it relates to MNO or MVNO.

If you could particularise the data for each MNO that would be even more helpful.”

Our response

We have searched for the information requested and can confirm that the number of mis-selling complaints received by Ofcom between 2020 and 2 September 2024 is in the table below.

Please note that the way in which complaints are logged means that the totals provided relate to all mis-selling complaints about mobile services, and do not therefore exclusively relate to the mis-selling of contracts (although we believe that the majority of mis-selling complaints logged do relate to the mis-selling of contracts).

	2020	2021	2022	2023	2024 (as at 2.9.24)	Total
MNOs	255	185	241	276	210	1,167
MVNOs	211	200	311	330	150	1,202
Total	466	385	552	606	360	2,369

While we do hold the above information broken down by individual MNOs and MVNOs, this information is being withheld as 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 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 applies here. Section 44 of the FOI Act is an absolute exemption and therefore is not subject to the public interest test.

We 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](#).