

Reference: 518041

Jerin John
Information Rights Adviser
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15 February 2018

Freedom of Information: Right to know request

Thank you for your request for information where you asked about the protected telephone number "0117 7777777".

This was received by Ofcom on 8 February and it has been considered under the Freedom of Information Act 2000.

You asked:

I would like details of why this number is protected and cannot be reissued. Any written documentation covering the matter would be acceptable.

Ofcom has a duty, under section 63 of the Communications Act 2003, to secure that best use is made of telephone numbers. We are currently allocating numbers to eligible Communication Providers in the Bristol area which begin 01174 XXXXXX. It is likely the range will be made available at some point in the future; but this will only occur once existing ranges have been fully utilised. It may be the case on this occasion, for numbers to be made available in number sequential order:

01174 XXXXXX

01175 XXXXXX

01176 XXXXXX

01177 XXXXXX

This can be subject to change, and you are able to see if circumstances do change by visiting the numbering spreadsheets on Ofcom website here:

<http://static.ofcom.org.uk/static/numbering/index.htm>. Our numbering spreadsheets are usually updated every Wednesday.

If you have any queries, then please contact information.requests@ofcom.org.uk. Please remember to quote the reference number above in any future communications.

Yours sincerely,

Jerin John

If you are unhappy with the response or level of service you have received in relation to your request from Ofcom, you may ask for an internal review. If you ask us for an internal review of our decision, it will be treated as a formal complaint and will be subject to an independent review within Ofcom. We will acknowledge the complaint and inform you of the date by which you might expect to be told the outcome.

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 undertaking 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:

Steve Gettings
The Secretary to the Corporation
Ofcom
Riverside House
2a Southwark Bridge Road
London SE1 9HA

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. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF