

Reference: 516653

Jerin John
Information Rights Adviser
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Freedom of Information: Right to know request

Thank you for your request for information regarding Ofcom's published consultation, *Personal numbering, Review of the 070 number range*¹. You have asked about complaints relating to 070 numbers.

Your request was received by Ofcom on 29 January and has been considered under the Freedom of Information Act 2000 (the Act).

Please see our response under each of your questions.

1. *"The consultation states: A8.15 - Ofcom has received 173 complaints relating to 070 numbers between January 2013 and September 2017. Please break these down into individual years 2013/14/15/16/17."*

The breakdown of complaints received per year is as follows:

Year	Number of complaints
2013	76
2014	30
2015	31
2016	20
2017(up to Oct)	16

2. *"A8.15 Ofcom has received 173 complaints relating to 070 numbers between January 2013 and September 2017. Please split the 173 complaints into Mobile and Fixed line origination."*

I can confirm that of the complaints received, 15 called a 070 number from a fixed line, 73 called from a mobile phone and 85 did not provide this information.

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,

¹ https://www.ofcom.org.uk/__data/assets/pdf_file/0020/108245/consultation-070-number-range.pdf

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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