

Reference: 617170

Jerin John  
Information Rights Adviser  
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15 October 2018

### **Freedom of Information: Right to know request**

Thank you for your request for information about a particular telephone number.

This was received by Ofcom on 17 September and it has been considered under the Freedom of Information Act 2000.

You asked:

*Please provide for the phone number:*

*The number of complaints received per year for the last 10 years.*

As the communications regulator, we are responsible for managing the allocation of UK numbering resource which we allocate to Communications Providers (“CP”) such as BT, TalkTalk or Sky. Ofcom allocates numbers to CPs in blocks of either 10,000 or 1,000, and it is only CPs who have sight of end user information such as specific phone numbers. We are therefore unable to confirm nor deny whether we hold complaints about that particular number. It may be helpful to contact your CP in this instance.

If you have any queries, then please contact [information.requests@ofcom.org.uk](mailto: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:

Jacqui Gregory  
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