

Reference: 568865

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Freedom of Information: Right to know request

Thank you for your request for information in relation to telephone numbers. This request was received by Ofcom on 7 August and it has been considered under the Freedom of Information Act 2000 ("the Act").

You asked for:

* *Information pertaining to the licensing surrounding your numbering data available at <http://static.ofcom.org.uk/static/numbering/index.htm> and what copyrights/restrictions are applied to it.*

The data contained in the National Numbering Scheme published on Ofcom's website is publicly available. We do not operate a licence for use of this information. General information on copyright and use of Ofcom information is available here: <https://www.ofcom.org.uk/about-ofcom/copyright>.

* *Explain the legal/legislative stance on:*

1. What each allocation status means:

The National Numbering Scheme contains different statuses for numbers/number blocks:

Allocated: numbers that have been allocated by Ofcom to a communications provider

Quarantined: numbers that have previously been allocated to a communications provider and are returned to Ofcom are protected from subsequent allocation for a period of time

Free for National Dialing Only: numbers that are free for allocation only where those numbers would always be dialled with the area code

Protected: numbers that Ofcom has prohibited from allocation until further notice

Free: numbers available for allocation by Ofcom to a communications provider

Reserved: numbers set aside for a specific communications provider

Requested: numbers requested by a communications provider as part of an ongoing application for number allocation

Designated: numbers selected by Ofcom for a specific service as set out in the National Telephone Numbering Plan

Allocated (Closed Range): numbers that have been allocated by Ofcom to a communications provider that are in a range no longer available for allocation

2. Using a protected/unallocated number range for outbound dialling (i.e. call centres using a number that is specified as "Free" or "Protected")

The General Conditions are the main regulatory regime for communications networks and service providers in the UK and apply to all communications providers or all communications providers of a particular type.

General Condition 17.1 prohibits a communications provider from using numbers that have not been allocated to that communications provider, or from using numbers that the communications provider has not been authorised (either directly or indirectly) to adopt by the person allocated the numbers.

3. Carriers allowing calls to be made on their network where the number is unallocated.

See answer to part 2.

4. What the public's rights are where they have received a call from an unallocated number and how it can be followed up

We do not hold any information responsive to this request. It may be helpful if you could explain the source of your concern.

5. The process for requesting information from carriers where a call has been made to an individual subscriber with an unallocated number

Under section 135 of the Communications Act 2003, Ofcom may require specific classes of person, including communications providers, to provide them with all such information as they consider necessary for the purpose of carrying out certain functions. This includes information required by Ofcom to ascertain whether a contravention of a condition has occurred or is occurring.

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:

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