

Reference: 0369613

22 December 2016

[information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk)

## Freedom of Information request

Thank you for your request for information about companies using “*leased mobile numbers from a telecom provider*”. Your request was received on 8 December 2016 and I am dealing with it under the terms of the Freedom of Information Act 2000 (the ‘Act’).

In your request you have asked:

- “*Contact Centres do lease their landline numbers from a telecom provide like BT, Vodafone, COLT, etc. what is the legal status and the OFCOM regulation and allowance to do the same for mobile numbers?*”; and
- “*What is the legal status of a company using leased mobile numbers from a telecom provider? Do these fit into the non-geographic number group?*”.

I am writing to inform you that we do not hold the information required to respond in full to your request.

Mobile numbers are classed as a form of non-geographic number.<sup>1</sup> Communications providers to whom mobile numbers are allocated by Ofcom in accordance with The National Telephone Numbering Plan<sup>2</sup> are, in general, permitted to sub-allocate/assign those numbers for use by other companies in their business.

However, the regulation that applies to companies using mobile numbers may vary considerably depending upon several factors, including the activities of the company or companies in question. We are therefore unable to respond to general questions of the nature set out above regarding the legal status of such companies.

I note, however, that whilst your request is phrased in general terms, it appears that you may be primarily interested in the regulation which applies to the use of so called ‘GSM

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<sup>1</sup> Although different regulation may apply to the use of different types of non-geographic number. For example, mobile numbers fell outside the scope of Ofcom’s review titled “*Simplifying non-geographic numbers*”, details of which are available at: <https://www.ofcom.org.uk/phones-telecoms-and-internet/information-for-industry/policy/non-geo-call-services>.

<sup>2</sup> Available at:

[https://www.ofcom.org.uk/data/assets/pdf\\_file/0016/36070/numbering\\_plan\\_july2015.pdf](https://www.ofcom.org.uk/data/assets/pdf_file/0016/36070/numbering_plan_july2015.pdf).

gateways'. I would therefore like to draw your attention to a consultation document which Ofcom published on 16 December on the regulation applicable to mobile gateway devices, available at: [https://www.ofcom.org.uk/consultations-and-statements/category-2/commercial-multi-user-gateway-review?utm\\_source=updates&utm\\_campaign=commercial-multi-user-gateway-review&utm\\_medium=email](https://www.ofcom.org.uk/consultations-and-statements/category-2/commercial-multi-user-gateway-review?utm_source=updates&utm_campaign=commercial-multi-user-gateway-review&utm_medium=email)

It may be the case that the information provided in this consultation document (in particular the background information provided in Section 2) addresses your query.

If you have any queries then please contact me. Please remember to quote the reference number above in any future communications.

Yours sincerely

Julia Snape

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