

Reference: 01981869

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

8 May 2025

## Freedom of Information request: Right to know request

Thank you for your request for information about data on mobile telephony operators.

We received this request on 7 April 2025 and we have considered your request under the Freedom of Information Act 2000 (“the FOI Act”).

### Your request and our response

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*I am writing to inquire whether you provide or collect data on the main mobile telephony operators in the UK, from 2003-2023. Specifically, I am looking for the following variables:*

- *ARPU (average revenue per connection per month) per operator*

We have taken your request for data on the main mobile operators to be referring to the four mobile network operators (MNOs).

We hold data in scope of your request however we are unable to disclose this information as we consider it is exempt from disclosure under the FOI Act. In particular, section 44(1)(a) of the FOI Act exempts disclosure of information if its disclosure is prohibited by or under any enactment. Section 393 of the Communications Act 2003 (“the Act”) prohibits the disclosure of information about a particular business which has been obtained in exercise of a power conferred by, among other legislation, the Act, so long as that business continues to be carried on, unless we have the consent of that business or one of the statutory gateways under section 393(2) of the Act is met, neither of which applies here. Section 44 of the FOI Act is an absolute exemption and therefore is not subject to a public interest test.

- *CAPEX per operator*

Our [Mobile Strategy publication](#) has some historical data on this metric (2017-2021, Figure 4.3, page 22) which you may find useful. However, Ofcom is unable to disclose any further information as we also consider this exempt from disclosure under section 44(1)(a) of the FOI Act, with regard to Section 393 of the Act.

- *Spectrum allocation per operator*

You can find this information on our website, under the page [Mobile and wireless broadband below 5 GHz](#).

- *Market shares of operators (number of connections) and Revenues per operator*

Ofcom is unable to disclose the market share information as we consider it is exempt from disclosure under section 44(1)(a) of the FOI Act, with regard to Section 393 of the

Communications Act. For revenue per operator you may wish to refer to the financial accounts published by individual mobile operators you are interested in.

- *EBITDA margins per operator*

We can confirm that we do not hold this information. However, a profitability metric (ROCE) is presented in [Mobile Strategy publication](#) and has some historical data on this metric (2019-2021, Figure 4.2, page 21) which you may find useful.

- *Network coverage (3G, 4G, and 5G) by population*

Ofcom is unable to disclose this information as requested, as we consider this exempt under section 44(1)(a) of the FOI Act, with regard to Section 393 of the Act. Coverage information which may be useful is published in [Ofcom Connected Nations\(CN\) publications](#) and [interactive report for 2024](#) which has more detail (e.g. 3G,4G,5G with coverage at premises, both indoor and outdoor).

- *Average download/upload speeds per operator and Latency per operator*

We can confirm that we do not hold this information. Whilst we do hold some sample measurement information, we consider this to be exempt from disclosure under Section 44(1)(a) of the FOI Act, with regard to Section 393 of the Act.

We hope this information is helpful. If you have any further queries, then please send them to [information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk) – quoting the reference number above in any future communications.

Yours sincerely,

## Information Requests

### Request an internal review

If you are unhappy with the response you have received to your request for information, or think that your request was refused without a reason valid under the law, you may ask for an internal review. If you do, it will be subject to an independent review within Ofcom. We will either uphold the original decision, or reverse or modify it.

If you would like to ask us to carry out an internal review, you should get in touch within two months of the date of this letter. There is no statutory deadline for us to complete our internal review, and the time it takes will depend on the complexity of the request. But we will try to complete the review within 20 working days (or no more than 40 working days in exceptional cases) and keep you informed of our progress. Please email the Information Requests team ([information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk)) to request an internal review.

### Taking it further

If you are unhappy with the outcome of our internal review, then you have the right to [complain to the Information Commissioner's Office](#).