

Reference: 01992393

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

30 May 2025

## Freedom of Information request: Right to know request

Thank you for your request for information concerning MNO and MVNO operators.

We received this request on 30 April 2025 and we have considered your request under the Freedom of Information Act 2000.

### Your request

---

*I have become aware that a number of UK MVNO are using virtual office addresses in the UK to operate.*

*Given the security issues around mobile communications and voice, data and SMS interception by operators, and the integration of financial security based up OTP via SMS, what are the OFCOM policies regarding the following:*

- 1.) The operation of MNO and MVNO via virtual offices.*
- 2.) The checking of MVNO for suitability to operate within the UK telecommunications sector.*
- 3.) The list of countries in which a company may be registered or based whether physically or registered, excluded from operating within the UK telecommunications sector.*
- 4.) The policy document that details how directors of an MVNO are to be checked for the legal right and suitability to be directors of a company allowed to operate an MVNO in the UK. That is to say not nationals of a country that may be unsuitable to operate in the UK, e.g Russia, Iran, North Korea.*

### Our response

---

We do not hold the information that you have requested.

The UK operates a 'General Authorisation' regime for UK telecoms that allows any company to provide electronic communications networks and services (telecommunications) without a specific license. However, they are required to follow and to comply with the [General Conditions of Entitlement](#) ('the GCs'). The GCs do not specify different rules based on a company's location or the type of office they operate.

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](#).