

Reference: 02240417

Information Requests
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11 August 2026

Freedom of Information request: Right to know request

Thank you for your request concerning the retention of Call Detail Records by mobile network operators.

We received this request on 14 July 2026 and we have considered your request under the Freedom of Information Act 2000.

Your request & our response

1. Please confirm the minimum retention periods that apply to Call Detail Records held by mobile network operators in the United Kingdom, including any distinction between CDRs generated under consumer contracts and those generated under enterprise or corporate mobile contracts.

Ofcom has no explicit requirement or guidance around the retention of Call Details Records (CDRs) but we do have requirements for retention of records in relation to billing in our [General Conditions](#).

"C3.2 - Regulated Providers shall not charge an End-User, or render or make available any Bill to an End-User, in respect of the provision of any Public Electronic Communications Services, unless every amount charged and/or stated in the Bill represents and does not exceed the true extent of any such service actually provided to the End-User in question."

"C3.3 - Regulated Providers shall retain such Records as may be necessary for the purpose of establishing compliance with Condition C3.2 for at least 12 months from the date on which they were created. This Condition applies subject to the requirements of Relevant Data Protection Legislation."

Please note that 'records' means data or information showing the extent of any network or service actually provided to an End-User and any data or information used in the creation of a Bill for an End-User. These records will likely contain some elements of data obtained from CDRs.

2. Please confirm whether mobile network operators are required to retain CDRs for corporate mobile phone communications for any minimum period, and if so, the regulatory or statutory basis for that requirement, including any requirements under the Investigatory Powers Act 2016 or the Data Retention and Acquisition Regulations 2018.

Please refer to the answer to question 1 above.

3. Please confirm whether a corporate customer of a mobile network operator (such as a bank holding a corporate mobile phone contract) is entitled to request and obtain CDRs from the carrier for phones on its own corporate account, and whether any regulatory framework governs the carrier's obligation to provide such records on request.

We do not hold this information.

4. Please confirm whether Ofcom is aware of any enhanced or extended CDR retention provisions that apply specifically to enterprise mobile contracts held by PRA-regulated financial institutions, or whether such institutions are subject to the same carrier-level retention periods as any other corporate customer.

Ofcom has no regulatory requirements or guidance on this, therefore we do not hold this information.

5. Please confirm whether Ofcom has issued any guidance or supervisory communication to mobile network operators regarding the retention of CDRs generated under enterprise contracts with regulated financial institutions, including expectations as to retention periods, retrievability, and the provision of CDRs to the corporate customer on request.

Ofcom has not produced any guidance regarding this.

You may wish to refer to the [Investigatory Powers Act 2016](#) for further information on CDRs. However, please note that Ofcom does not regulate this.

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) 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](#).