

Reference: 02219991

Information Requests
information.requests@ofcom.org.uk

22 July 2026

Freedom of Information request: Right to know request

Thank you for your request for information about the Bank of Telecom.

We received this request on 1 July 2026 and we have considered your request under the Freedom of Information Act 2000.

Your request and our response

I seek information relating to Internet Mobile Communications Limited (Company No. 07980955), which traded as "Bank of Telecom" previously in Administration Now in Liquidation.

Please provide answers to the following:

1. Was Internet Mobile Communications Limited recorded by Ofcom as a provider of Electronic Communications Networks and/or Electronic Communications Services under the General Conditions of Entitlement?

The General Conditions of Entitlement are the regulatory conditions that all providers of electronic communications networks and services must comply with if they want to provide services in the UK. They replaced the former licensing regime which applied under the Telecommunications Act 1984 until 25 July 2003, when the EU communications regulatory framework was implemented in the UK through the Communications Act 2003.

This means that because communications providers do not need a licence to operate, Ofcom does not have a record of all communications providers.

2. Did Ofcom hold any regulatory records concerning Internet Mobile Communications Limited (including its trading name "Bank of Telecom") before the company entered administration on 19 June 2024?

Yes.

If the answer to Question 2 is yes, please state whether those records relate to:
complaints;
compliance monitoring;
investigations;
enforcement activity; or
other regulatory matters.

Ofcom holds details of two consumer complaints that were received by our Consumer Contact Team for Internet Mobile Communications Ltd. We hold no complaints for Bank of Telecom.

3. Did Ofcom ever consider taking formal regulatory or enforcement action in relation to Internet Mobile Communications Limited before its administration?

Our role as a telecoms regulator does not involve investigating individual complaints.

However, as with all complaints registered to Ofcom, these were logged and contribute to our ongoing general monitoring of the telecoms industry.

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](#).