

Reference: 02213746

Information Requests
information.requests@ofcom.org.uk

8 July 2026

Dear,

Freedom of Information request: Right to know request

Thank you for your request for information concerning Scam calls from abroad spoofing UK mobile numbers.

We received this request on 16 June 2026 and we have considered your request under the Freedom of Information Act 2000 ("the FOI Act").

Your request & our response

This request concerns Ofcom's programme of work on scam calls originating from abroad which spoof, or otherwise present, UK mobile numbers beginning +447 as the Calling Line Identification or Presentation Number.

The request relates to the consultation titled "Tackling scam calls from abroad", published on 21 July 2025, for which responses closed on 13 October 2025.

For the avoidance of doubt, each question below is limited to recorded information held by Ofcom. Where a question asks for a date, figure, status, rationale or position, I am asking for the recorded position held by Ofcom, not for opinion or commentary.

Unless otherwise stated, please limit the search period to records created or held from 21 July 2025 to the date of your search.

For proportionality, I am content for the search to be limited to final or materially substantive records, including programme documents, decision logs, internal briefings, board or committee papers, meeting minutes, action logs, implementation plans, policy submissions, consultation response analysis, technical assessments, and correspondence with UK mobile network operators, international gateway providers or relevant industry bodies.

1. Publication and timetable

1.1 In the July 2025 consultation, Ofcom stated that it planned to publish its final decision in early 2026. Please provide the current expected publication date, month or target window for that final decision, as recorded by Ofcom.

We are planning to publish our final decision on measures to tackle scam calls from abroad that spoof UK mobile numbers in FY Q2 2026.

1.2 Please provide recorded information showing any change, revision, delay or slippage to the previously stated early 2026 timetable, including any revised internal target dates and the date on which each revision was recorded.

We set out, in our July 2025 consultation, that we planned to publish our final decision in early 2026. We did not set out a publication date in our Plan of Work.

1.3 Please provide recorded information setting out the reasons for any change to the expected publication timetable.

We updated our provisional publication timetable to give additional time and resources to consider responses to our consultation and other information relevant to our decision making, and to better align our work with strategic priorities in our scams monitoring and enforcement work.

2. Proposed technical approach

2.1 Ofcom's July 2025 consultation proposed that where a call from abroad presents a UK mobile +447 number, the UK provider first receiving the call, including an international gateway provider, should mark the Presentation Number as withheld, and that the number should only be restored where the subscriber's home network can verify that the caller is genuinely roaming.

Please provide the recorded current position on whether this withheld and restored approach remains Ofcom's intended approach for the final decision.

Ofcom intend to publish our final decision on measures to tackle scam calls from abroad that spoof UK mobile numbers in FY Q2 2026. Ofcom does not intend to release the requested documentation in advance of publication. Ofcom considers that the advanced release of the requested information would be against the public interest because it may prejudice consideration of the issues regarding measures to tackle scam calls from abroad that spoof UK mobile numbers.

Ofcom therefore considers that the information requested is exempt from disclosure under section 22(1) of the FOI Act, namely that the information is intended for future publication and that it would be against the public interest to release the information at this time. The attached annex to this letter sets out the exemption in full, as well as the factors Ofcom considered when deciding where the public interest lay.

2.2 Please provide any recorded information showing that Ofcom has changed, revised, narrowed, expanded or replaced that proposed approach since publication of the consultation.

Please see Q2.1.

2.3 Please provide recorded information identifying the technical standards, mechanisms or routing arrangements on which Ofcom expects the home network verification or restoration process to rely.

This includes, but is not limited to, recorded consideration of CAMEL based home routing, VoLTE home routing, S8HR, N9HR, NICC standards or reports, or any other relevant industry standard or mechanism.

Please see Q2.1.

2.4 If Ofcom holds recorded information stating that no specific technical mechanism has yet been selected, assessed or adopted, please provide that recorded information.

Please see Q2.1.

2.5 Please provide recorded information held by Ofcom on the extent to which migration of UK networks to VoLTE or IP based voice already results in roaming calls being routed via the UK home network, and the bearing of that migration on the feasibility, proportionality or timing of the proposed approach.

Please see Q2.1.

3. Implementation period for operators

3.1 Please provide the implementation period that Ofcom proposed, has provisionally retained, or has since decided to allow communications providers to apply the new approach once the final decision takes effect, as recorded by Ofcom.

Please see Q2.1.

3.2 Please provide recorded information showing whether that implementation period has been shortened, lengthened or otherwise revised since the July 2025 consultation.

Please see Q2.1.

3.3 Please provide recorded information setting out the reasons for the implementation period being set at its stated length.

Please see Q2.1.

3.4 Please provide recorded information held by Ofcom on obstacles to implementation by communications providers, including recorded references to the renegotiation of roaming agreements with overseas partner networks.

Please see Q2.1.

4. Scale of the harm

4.1 Please provide any recorded estimate held by Ofcom of the volume or proportion of scam calls, suspicious calls or otherwise spoofed calls that present UK mobile +447 numbers and enter UK networks from abroad.

Please see Q2.1.

4.2 Please provide recorded information held by Ofcom on any change in the volume of spoofed UK mobile +447 calls following the introduction, in January 2025, of mandatory blocking of inbound international calls presenting UK landline numbers.

Please see Q2.1.

4.3 Please provide recorded information comparing the effectiveness of the landline blocking measures introduced in January 2025 with Ofcom's current position on UK mobile +447 numbers.

Please see Q2.1.

4.4 Please provide recorded volumes or estimates held by Ofcom of calls blocked under the landline spoofing measures introduced in January 2025.

Please see Q2.1.

5. Enforcement and accountability

5.1 Please provide recorded information showing how Ofcom intends to monitor compliance by communications providers with the new approach once it takes effect.

Please see Q2.1.

5.2 Please provide recorded information showing how Ofcom intends to enforce compliance with the new approach once it takes effect.

Please see Q2.1.

5.3 Please provide recorded information held by Ofcom on representations received from mobile operators, international gateway providers, industry bodies or any other party seeking to delay, dilute, narrow, revise or extend the timetable for the proposed approach.

Please see Q2.1.

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](#).

Annex A

Section 22: Information Intended for Future Publication

Section 22 may apply if there is an intention to publish the requested information at some future date. This ensures that the FOI Act does not force public authorities into premature publication of information.

Key points:

- Section 22 may apply even if the specific date for publication has not yet been determined but the proposed publication timetable must be reasonable in all the circumstances;
- Section 22 will only apply if a public authority has decided, before the request is received, to publish the information concerned;
- Section 22 is subject to a public interest balance.

Factors for disclosure	Factors for withholding
• Ofcom recognises that final decision on measures to tackle scam calls from abroad that spoof UK mobile numbers might be a matter of interest to the wider public. Releasing such information could be said to increase transparency in our work and allow for discussion in a public forum.	• Ofcom intends to publish the requested documentation by end of FY Q2 2026. • Early disclosure would cause harm to our decision making and undermine our effective conduct of public affairs. • Decisions require internal senior consideration of all materials and sign off prior to its publication. The information requested may or may not have undergone this due process yet. • It is hard to retract information once published in the public domain. So, it is prudent that as a public authority any information that is published must be clear and concise. • Prematurely releasing bits of information whilst the decision is still forming may cause confusion and misinform the public on the decision.
Reasons why public interest favours withholding information	
• Ofcom is currently finalising its decision on measures to tackle scam calls from abroad that spoof UK mobile numbers. It is in the public interest that Ofcom does not disclose this information prematurely otherwise it may prejudice consideration of the issues.	