

Reference: 02215371

Information Requests
information.requests@ofcom.org.uk

16 July 2026

Freedom of Information request: Right to know request

Thank you for your request concerning "Telxi" group entities: provider status, ADR membership and UK number allocation.

We received this request on 22 June 2026 and we have considered your request under the Freedom of Information Act 2000.

Your request & our response

Please provide the following recorded information.

For reference, the provider's representatives (copied on this email) are:

- Iliana Keli, Legal Counsel and Data Protection Officer (DPO), Intergo Telecom Ltd (SMS.to | Telxi | ActiveCalls) — iliana.k@intergotelecom.com<<mailto:iliana.k@intergotelecom.com>> ; tel +44 1147010025

- Marios Italos, Chief Executive Officer, Intergo Telecom Ltd / Telxi — italosm@telxi.com<<mailto:italosm@telxi.com>>

If Ofcom considers that any part of this request, or the underlying matter, should be handled by another Ofcom team or referred to another authority, I am content for the information to be passed on accordingly.

The "Telxi" service was presented to me through several connected entities, and it is not clear which entity (if any) is the responsible or authorised provider. The entities are:

(i) TELXI LIMITED — Cyprus, Reg. HE443236, VAT CY60000208C — the entity that invoiced me (invoice 8674), with a Cyprus (Eurobank) IBAN.

(ii) INTERGO TELECOM LTD — Cyprus, Reg. HE352115 — named as the data controller in the privacy policy.

(iii) TELXI UK LIMITED — England & Wales, company 14704221, 20-22 Wenlock Road, London N1 7GU.

(iv) INTERGO TELECOM OÜ — Estonia, registry code 17291533 (incorporated July 2025; registered activity "electronic communications services").

(v) TELXI USA, CORP. — Delaware, USA, file number 7286780 (registered agent Legalinc Corporate Services Inc, Middletown, DE); named as a service-providing entity in the group's Terms & Conditions.

(All trade as, or are presented as part of, "Telxi". All of these entities are under the common control of one individual, Mr Marios Italos — together they form a resourced, multi-jurisdiction group (Cyprus, UK, USA and Estonia).)

Please answer the following IN RESPECT OF EACH of entities (i) to (v) separately:

1. Whether Ofcom holds any record or notification that the entity provides electronic communications services to customers in the United Kingdom.

Providers are not required to notify Ofcom of them providing services in the UK and Ofcom does not hold a register of telecommunications providers.

In case helpful, Ofcom maintains a [register of organisations that have been granted Electronic Communications Code powers](#), however this is a list of providers that applied for, and were granted powers under the [Electronic Communications code](#) and not all providers of electronic communications services in the UK have these powers.

2. Whether Ofcom's records indicate that the entity is, or is not, a member of an Ofcom-approved Alternative Dispute Resolution (ADR) scheme (the Communications Ombudsman or CISAS).

We publish information on which ADR scheme providers are members here [Making a complaint and using ADR schemes](#), under **"Which scheme does my provider belong to?"**

If the provider is not listed on the above page, you can also check the ADR schemes' websites here [CISAS](#) or the [Communications Ombudsman](#).

3. The number of complaints or enquiries Ofcom has received about the entity, and whether any compliance or monitoring action has been taken (to the extent this information is held and disclosable).

We consider such provider specific complaint details to be exempt from disclosure.

In particular, we can neither confirm nor deny whether we hold any information on complaints for the above companies. By virtue of section 44(2) of the FOI Act, the duty to confirm or deny holding information does not arise if the confirmation or denial that would be given in itself reveals information that falls under the exemption in section 44(1) of the FOI Act.

Section 44 exempts the disclosure of information which is prohibited by another enactment. We are prohibited under section 393 of the Communications Act 2003 (the Act) from disclosing information which relates to a business, in this case Telxi (Telxi Limited/Intergo Telecom Ltd/Telxi UK Limited/Intergo Telecom Ou/Telxi USA, Corp), which we have obtained in exercise of our powers, unless we have the consent of that business or one of the statutory gateways for disclosure under section 393(2) of the Act is met, neither of which applies here. Section 44 is an absolute exemption and does not require a public interest test.

And generally:

4. Ofcom's position or published guidance on whether a provider established outside the United Kingdom that offers services to UK residential and/or small-business customers must be a member of an approved ADR scheme under the General Conditions (in particular General Condition C4), and whether any exemption applies.

Any communications providers offering services in the UK are caught by our General Conditions (GCs) and GC C4 specially applies to those that offer Public Electronic Communications Services to people, small businesses (up to 10 employees) and not-for-profit organisations (where up to 10

individuals work, not including volunteers) (see GC C4.1 for the exact scope). This might include providers with registered offices outside of the UK but offering services in the UK.

5. Number allocation. In relation to the UK telephone number +44 (0)114 701 0025, which the provider uses (it appears in the signature of its DPO), and any other UK number ranges used to provide the "Telxi" service: which Communications Provider holds the relevant number-block allocation from Ofcom; and is any of the entities at (i)–(v) above recorded as the allocation or sub-allocation holder of that or any UK number range? If precise allocation data is published rather than held in a bespoke form, please direct me to the relevant numbering-data file and range.

This telephone number 1147 01 is allocated to Onvoy Communications Ltd.; information on Ofcom allocated ranges can be found [here](#).

We only have Telxi registered and they only have a RID code (Reseller Identification Code) allocated for the purpose of reselling services and do not have any UK numbering allocated directly by Ofcom. Information about RID code holders can be found [here](#).

We do not maintain lists of sub-allocations and in order to find out whether any provider has informed us that they sub-allocate to any of the companies you mentioned, we would need to search every record we hold on numbers including information received informally and via formal information requests.

Section 12 of the FOI Act provides that we are not obliged to comply with a request for information if we estimate that the cost of complying with the request(s) would exceed the “appropriate limit”. The appropriate limit is set out in the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004 (the “Regulations”), and is, for Ofcom, £450. That sum is intended to cover the estimated costs involved in determining whether Ofcom holds the information requested, locating, retrieving and extracting the information from any document containing it. The Regulations provide that costs are to be estimated at a rate of £25 per person per hour, which equates to 18 hours of time. We estimate that locating the information you requested would take over 18 hours.

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](#).