

Reference: 02201702

Information Requests
information.requests@ofcom.org.uk

18 June 2026

Dear,

Freedom of Information request: Right to know request

Thank you for your request for information concerning total annual revenue generated by UK mobile network operators from international mobile roaming charges paid by UK consumers while abroad.

We received this request on 20 May 2026 and we have considered your request under the Freedom of Information Act 2000 (“the FOI Act”).

Your request & our response

“I’m looking to submit an FOI request for each calendar year from 2021 to the most recent year available on:

1. The total annual revenue figures held by Ofcom for international roaming charges.

We do not hold a total annual revenue figure for international roaming charges. We hold wholesale roaming revenue data from out-of-bundle international roaming but our retail revenue data is limited and does not include retail revenues relating to international roaming add-ons or where roaming to certain destinations is included in a UK customer’s tariff.

As such, we cannot provide a total annual revenue for international roaming.

2. Any breakdowns held between:

- *retail and wholesale roaming revenues; and/or*
- *pay-monthly and pay-as-you-go customers.*

The out-of-bundle retail roaming revenue data we hold can be broken down by pay-monthly and pay-as-you-go customers.

Revenues from out-of-bundle voice, SMS, and data use when roaming abroad (£m)					
	2021	2022	2023	2024	2025
Total	180	377	482	526	508
Pay-monthly customers	165	364	472	515	498
Pay-as-you-go customers	15	14	10	10	9

Note: includes estimates where Ofcom does not receive data from mobile communications providers; revenues are reported in nominal terms.

We also hold data on wholesale revenues generated by UK mobile network operators in relation to inbound roaming, i.e. where a customer of an overseas mobile provider roams onto a UK mobile network while visiting the UK.

Wholesale revenues generated by UK mobile network operators in relation to inbound roaming (£millions)					
	2021	2022	2023	2024	2025
Total	109	132	159	171	188

Note: includes estimates where Ofcom does not receive data from mobile communications providers; revenues are reported in nominal terms.

3. Any reports, datasets, analyses or market assessments held by Ofcom regarding:

- consumer spending on roaming charges; or
- trends in roaming-related revenues since 2021.

Please see information in scope of your question below.

[Annex 2 of our March 2024 roaming statement](#) (pages 69-70) sets out information on roaming charges collected from providers' websites between Sept 2022 and Feb 2024.

In the section of our [March 2024 roaming statement](#) (p.33) where we discussed our assessment and conclusions on including mobile information, we mentioned that "daily roaming charges (where they apply) range between £2 – £8 a day (depending on the country a customer is roaming in)." Annex 2 of the [March 2024 roaming statement](#) (mentioned above) has fuller information on the roaming charges Ofcom collected from providers' websites.

4. Any data held on the number or proportion of UK mobile customers subject to roaming surcharges while abroad.

Please see information in scope of your question below.

[March 2024 roaming statement](#) (p.57): "Information from providers shows that in a typical month between September 2021 and August 2022, 6.9% of all mobile customers roamed in the EU and 2.1% roamed in the rest of the world. Roaming increases during the summer when UK customers are more likely to go on holiday. For example, in August 2022, 11.8% of all mobile customers roamed at least once in the EU and 3.4% in the rest of the world."

[March 2024 roaming statement](#) (p.46): "Data from providers suggests that in the 12 months to August 2022 the number of UK customers who roamed was likely to be around 13.1m in the EU and 6.2m in the rest of the world."

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](#).