

Reference: 2133630

Information requests

information.requests@ofcom.org.uk

16 February 2026

Freedom of Information request: Right to know request

Thank you for your request for information about the data collated for the Business messaging Review of the A2P SMS termination market dated 28 January 2025.

We received this request on 20 January 2026 and we have considered it under the Freedom of Information Act 2000 ('the FOI Act').

Your request and our response

Request 1

We request disclosure of the underlying data used to produce page 8 in Application to Person (A2P) Business Sender Research – Report dated 28 January 2025. Please provide the complete dataset, including volume of messages (per year) sent by organisations and spend (per year). To the extent necessary or required by law, we are content for the underlying data to be anonymised to protect personal information.

We have investigated your request and can confirm we do not hold this information.

Request 2

We request disclosure of the underlying data used to produce figure 3.4. (Total annual A2P SMS termination volumes for the four large MNOs) in the consultation document "Business messaging Review of the A2P SMS termination market" dated 28 January 2025. Please provide the complete dataset, including volume of messages (per year) sent by each MNO. To the extent necessary or required by law, we are content for the underlying data to be anonymised to protect personal information.

Please see our response at Q3.

Request 3

We request disclosure of the underlying data used to produce figure 3.8. (Total A2P SMS service volumes and Average A2P price for six Aggregators) in the consultation document "Business messaging Review of the A2P SMS termination market" dated 28 January 2025. Please provide the complete dataset, including volume of messages (per year) sent by each MNO. To the extent necessary or required by law, we are content for the underlying data to be anonymised to protect personal information.

While we have some information that falls in scope of your request, we consider that disclosure of this information is exempt under the FOI Act. In particular, section 44(1)(a) of the FOI Act exempts

disclosure of information if its disclosure is prohibited under another enactment. Ofcom is prohibited under section 393 of the Communications Act 2003 ('the Communications Act') from disclosing information about a business which we have obtained in the course of exercising a power conferred by the Communications Act among others, unless we have the consent of that business or one of the statutory gateways under section 393(2) of the Communications Act is met, neither of which applies here. Section 44 is an absolute exemption and therefore is not subject to a public interest test.

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](#).