

Reference: 02164387

Information Requests
information.requests@ofcom.org.uk

19 March 2026

Freedom of Information request: Right to know request

Thank you for your request for information about market surveillance.

We received this request on 19 February 2026 and we have considered your request under the Freedom of Information Act 2000.

Your request & our response

You report Ofcom's roles and duties in <https://www.ofcom.org.uk/spectrum/radio-equipment/radio-spectrum-and-the-law>

This report includes various references to Market Surveillance work, and gives an email address (marketsurveillance@ofcom.org.uk) for reports to be made to Ofcom regarding suspected non-compliant equipment.

Question 1. Over the 2025 calendar year, how many man-hours have been spent by Ofcom staff in undertaking Market Surveillance work as outlined in the report above?

We are not able to provide a specific number of man hours dedicated to market surveillance. Nonetheless, as previously stated in our response to you dated 27 January 2026, in general, 16 staff members currently have responsibilities that include market surveillance. However, cases and investigations are handled by multi-disciplinary teams, which means that colleagues from other areas—such as legal or policy—often contribute to specific cases or investigations as well.

Question 2. Over the same 2025 calendar year:

In answering question 2, where you feel that details of individual items of equipment are confidential, please use generic names eg a battery charger, a heat pump, a PV optimiser etc.)

a) what items of equipment have been investigated as part of your work on Market Surveillance

10 product types have been investigated consisting of: 4G router, RLAN device, FM transmitter, Cell enhancer, Water pump, Window blind motor, Drones, Drone radar, Signal Jammers, Power line.

b) how was each of these investigations triggered (e.g. an interference report from a member of the public, a request from another organisation such as Trading Standards, an email submitted to marketsurveillance@ofcom.org.uk etc.)

Cases are triggered following information received from many sources which include Ofcom teams, stakeholders, other regulators, and the market surveillance inbox. Proactive work is also undertaken.

c) what conclusions were reached in each of the investigations, and

Products were either administratively compliant or non-compliant and either technically compliant or non-compliant. 27 cases were administratively non-compliant, 4 cases were technically non-compliant.

d) was there resulting action taken (e.g. restrictions imposed on the manufacture, import, advertising, sale or use of the equipment).

Yes. This included:

- Warning letters issued to Economic Operators for offences
- Products brought into compliance and,
- Product withdrawals from the UK market

Yours sincerely,

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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](#).