

Reference: 2152861

Information Requests

[information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk)

12 March 2026

## Freedom of Information request: Right to know request

Thank you for your request for information about the Phone-paid Services Authority ('PSA') investigations.

We received this request on 13 February 2026 and we have considered it under the Freedom of Information Act 2000 ('the FOI Act').

### Your request and our response

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*Request for Information under the Freedom of Information Act 2000/Environmental Information Regulations 2004. I am writing to request information under the Freedom of Information Act 2000/Environmental Information Regulations –*

*Please provide the following information:*

*\* Are there any open investigations currently open into the following mobile service providers? Please include any investigations that were opened by the previous regulator, the PSA, and are still actively being investigated by Ofcom:*

*\* Open Mobile Global Limited*

*\* Cymba Integrated Solutions Ltd*

*\* Fonix PLC*

*For information, I have checked the Enforcement section of your website and couldn't see any - but also spoke to an Ofcom representative on the phone about whether this would include any investigations opened by the PSA (that are still live) - and they confirmed this would need to be a Freedom of Information request (hence this email).*

We can confirm we have no investigations currently open into the three mobile service providers listed – Open Mobile Global Limited, Cymba Integrated Solutions Ltd, and Fonix PLC. In addition, the PSA did not open any investigations into these providers either.

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](mailto: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](#).