

Reference: 02163896

Information Requests
information.requests@ofcom.org.uk

16 March 2026

Freedom of Information request: Right to know request

Thank you for your request for information concerning regulated companies' details.

We received this request on 16 February 2026 and we have considered your request under the Freedom of Information Act 2000 (the 'FOI Act').

Your request & our response

I am writing to you under the Freedom of Information Act 2000 to request certain information relating to firms or professionals regulated, registered, or supervised by your organisation.

The purpose of this request is to compile a professional data centre and public-facing online directory designed to help individuals and businesses identify and contact reputable regulated service providers.

I would be grateful if you could provide the following information, where it is available and permitted for public disclosure:

- 1. Firm or practice name*
- 2. Registered office address*
- 3. Contact telephone number*
- 4. Official email address*
- 5. Website address*
- 6. Regulatory, registration, or membership number*
- 7. Main areas of practice or specialisation (if held)*

This information will be used solely for the purpose of building a professional directory to assist members of the public in finding suitable regulated services.

We do not hold a readily available list of "firms or professionals regulated, registered, or supervised by our organisation" with the level of detail requested.

To compile this information, we would need to search across multiple systems covering all the areas we regulate (e.g., Online safety services, broadcasting, and telecoms) and also exercise judgment about which stakeholder records relate to entities we regulate. This would exceed the appropriate cost limit.

We consider that disclosure of this information is exempt under section 12 of the FOI Act. 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 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 it would take over 18 hours to locate, retrieve and extract the information you have requested.

You can consider submitting a narrower, more focused request, and we would consider this under the FOI Act. However, should you decide to make a further request for information, please note the aforementioned appropriate limit and/or that other exemptions may apply.

We are able to point to some of the requested information which is publicly available, so you may find the following webpages useful:

- Radio station directory on our website [here](#)
- Companies we have allocated numbers blocks to: [Download numbering data](#)
- Register of persons with powers under the Electronic Communications Code: [Register of persons with powers under the Electronic Communications Code](#)
- Information about who we have licensed to operate services in specific frequencies or geographical areas: [Wireless Telegraphy Act Register](#)
- [The Premium Rate Services Register](#)

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](#).