

Reference: 02298999

Information Requests
information.requests@ofcom.org.uk

15 October 2026

Dear,

Freedom of Information request: Right to know request

Thank you for your request for information concerning scam SMS messages reported through the 7726 service.

We received this request on 8 October 2026 and we have considered your request under the Freedom of Information Act 2000 ("the FOI Act").

Your request and our response

"Under the Freedom of Information Act 2000, please could you provide any information held by Ofcom relating to scam SMS messages reported through the 7726 service which falsely claim that the recipient owes a parking fine, Penalty Charge Notice (PCN), parking charge, traffic penalty or similar motoring-related fine.

Specifically, I would be interested in any existing:

- Data or analysis showing the volume of 7726 reports relating to these types of scam messages*
- Breakdown of these reports by month or year, where available*
- Information showing how the volume of these reports has changed over time*
- Analysis identifying parking fines, PCNs or traffic penalties as a particular scam type or theme within 7726 reports*

If the information is held for a broader category which includes parking/PCN-related scams, rather than this being recorded as a standalone category, please provide the relevant information for that broader category.

If Ofcom does not hold any data specifically relating to parking/PCN scam messages, please confirm whether Ofcom holds any other existing statistics or analysis relating to scam SMS messages reported through 7726 which may identify trends in impersonation of public authorities, local authorities, parking providers or transport-related organisations.

We do not hold information in scope of your request.

Ofcom does not manage or have standing access to the 7726 reporting service. This service is maintained by a third-party on behalf of UK Mobile Network Operators ('MNO').

In 2024 we did collect a sample of reports from UK MNOs for analysis, please see our [call for input here](#) p18-20 for greater detail. However, as part of this analysis we did not look for specific scam types, and therefore do not hold information specifically about a parking fine, Penalty Charge Notice (PCN), parking charge, traffic penalty or similar motoring-related fine.

We can also confirm that Ofcom does not hold statistics or analysis relating to scam SMS messages reported through 7726 which may identify trends in impersonation of public authorities, local authorities, parking providers or transport-related organisations.

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 Commission Office](#).