

Reference: 01713106

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

21 November 2023

## Freedom of Information request: Right to know request

Thank you for your request for information concerning phone number providers. Your request was received on 8 November 2023 and we have considered it under the Freedom of Information Act 2000.

### Your request

*I constantly receive spam messages from numbers like +44 5488\*\* \*\*, +44 5428 \*\*, and +445469 \*\*. Despite extensive searches I have conducted on your website and on the internet, I couldn't find information about which service provider is responsible for numbers starting with 054 (+44 54). These numbers are consistently used for spam, and there is no information available anywhere regarding these numbers.*

### Our response

Telephone numbers beginning 054 do not currently form part of the UK telephone numbering scheme, which Ofcom is responsible for managing. Therefore, Ofcom does not hold information on which service providers are responsible for these numbers as they are not allocated and should not be in use.

It is likely any numbers that have been texting that begin with 054 are spoofed numbers. We do have some information on our website on [spoofed numbers](#) which you may wish to read. This information contains guidance on what to do if you think that you have been a victim of caller ID spoofing.

Our website also contains guidance on [how to report spam messages via 7226](#) and the Information Commissioner's Office website also contains further information about [spam texts](#).

Also we understand that some mobile handsets have ways of filtering out messages into spam boxes or there are apps that are available to do this.

If you have any further queries, then please send them to [information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk) quoting the reference number above in any future communications.

Yours sincerely

## Information Requests

If you are unhappy with the response you have received in relation to your request for information and/or consider that your request was refused without a reason valid under the law, you may ask for an internal review. If you ask us for an internal review of our decision, it will be subject to an independent review within Ofcom.

The following outcomes are possible:

- the original decision is upheld; or
- the original decision is reversed or modified.

### Timing

If you wish to exercise your right to an internal review **you should contact us within two months of the date of this letter**. There is no statutory deadline for responding to internal reviews and it will depend upon the complexity of the case. However, we aim to conclude all such reviews within 20 working days, and up to 40 working days in exceptional cases. We will keep you informed of the progress of any such review. If you wish to request an internal review, you should contact [information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk)

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. Further information about this, and the internal review process can be found on the Information Commissioner's Office [here](#). Alternatively, the Information Commissioner can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF