

Reference: 01705011

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

2 November 2023

### Freedom of Information request: Right to know request

Thank you for your request for information concerning reports against telephone number 01642 915 945. Your request was received on 23 October 2023 and we have considered it under the Freedom of Information Act 2000 (the "FOI Act").

#### Your request

*I have been advised by customers that our number is coming up as Spam.*

*Can I please request Freedom of information for number 01642 915 945. We would like to know if any reports have been made against this number.*

#### Our response

We have searched our records and can confirm that Ofcom have not had any reports made against this number. You may wish to contact the [Information Commissioner's Office](#) to enquire if they have received any reports.

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)

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[www.ofcom.org.uk](http://www.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