

Reference: 01772645

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

29 February 2024

## Freedom of Information request: Right to know request

Thank you for your request for information about the allocation of UK telephone numbers.

We received this request on 1 February 2024 and we have considered your request under the Freedom of Information Act 2000 (“the FOI Act”).

### Your request & our response

---

1. *How many non UK based companies are allowed to allocate UK regional/mobile telephone numbers. Twilio Ireland is one such example.*

We do not hold the specific information you have asked for.

Generally any provider can supply telecom services in the UK provided they are compliant with Ofcom’s [General Conditions of entitlement \(including any applicable rules relating to numbering in General Condition B1\)](#) - there is no licensing or registration process to follow.

Additionally, while Ofcom is responsible for managing the UK telephone numbering scheme and we hold information on the number of entities we have allocated numbers to, we do not know the number of companies that are “allowed” to allocate/assign numbers to end users because the entities we allocate numbers can “port”<sup>1</sup> out the numbers to other providers or “sub-allocate”<sup>2</sup> the numbers to others who can then use these numbers.

For this reason, we have no specific data on the number of companies which are supplying telecom services in the UK, using geographic and/or mobile numbers.

In case helpful, we are able to confirm that we have directly allocated both geographic and mobile number ranges to 28 separate legal entities which are registered outside of the UK.

2. *How many of those companies are not network providers such as BT or Vodafone.*

We do not hold this information – please see our explanation at 1) above.

In case helpful, we publish data on which UK telephone numbers are available for allocation or are allocated here: [numbering data](#). We also set out rules relating to applications for allocation or reservation of telephone numbers in our [General Conditions](#) – see General Condition B1.10 -1.11.

---

<sup>1</sup> This is process where a telephone number user gets to keep their number when they switch providers. See these pages for further information: [Number Portability](#) and [Switching - mobile](#).

<sup>2</sup> In brief, Sub-allocation is where numbers are transferred by an entity to other entities/providers/resellers.

I hope this information is helpful. 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

---

### **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](#).