

Reference: 01742893

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

23 January 2024

## Freedom of Information request: Right to know request

Thank you for your request for information concerning Calls for Cash – consumer complaints. This request was received on 2 January 2024 and we have considered it under the Freedom of Information Act 2000 (the “FOI Act”).

### Your request & our response

*Regarding: Calls for Cash - Consumer Complaints*

*In light of the consultation on the Future of Telephone Numbers*

*1. Has Ofcom produced any statistics or figures real or estimated as to the number of complaints received from consumers relating to Calls for Cash Services (or similar services)*

We have not previously produced any statistics or figures as to the number of complaints received from consumers relating to ‘cash for calls’ and we do not separately categorise our complaints on this basis. However, in view of your request we have run high-level text searches of our contact centre records for the period from April 2018 to January 2024 (we have provided a list of the search terms used in the Annex to this letter). These searches identified 1 enquiry relating to cash for calls we received in 2020. These statistics show the result of our searches without further analysis and do not exclude the possibility that there were further such complaints.

*2. As Ofcom is assessing the impact of Calls for Cash Services on MNO bundle offerings, does Ofcom have any statistics on Volumes of use of Bundles per month by consumers*

*Figures either broken down by Month/Year or Network or both*

By way of background, as explained in Ofcom’s [latest consultation](#) on the Future of Telephone Numbers, Ofcom proposes to prohibit revenue sharing on 084 and 087 numbers with calling parties. This revenue sharing is important for ‘cash for calls’ schemes, which activities may undermine the provision of bundles of inclusive calls to 084 and 087 numbers.

Ofcom has gathered information from communications providers for the period from January 2019 to June 2023 using our statutory powers under the Communications Act (the “CA 2003”), including information on the take-up and use of inclusive bundles by mobile customers.

However, we are unable to disclose this information. Section 44 of the FOI Act exempts the disclosure of information which is prohibited by another enactment. In this case, we are prohibited under section 393 of the CA 2003 from disclosing information that relates to a business which we have obtained in exercising our information gathering powers, unless we have the consent of that business or one of the statutory gateways for disclosure under section 393(2) is met. Neither of these exceptions apply here. Section 44 of the FOI Act is an absolute exemption from disclosure and does not require a public interest test.

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

## Annex: Cash for calls search terms

As explained in our letter, we used the search terms in the table below in our response to question 1 of the request for information.

callcashback
call-cash-back
cash 4 calling
cash 4 calls
cash 4 minutes
cash for calling
cash for calls
cash for minutes
cash from calls
cash-4-calling
cash4calls
cash4minutes
cash-for-calls
cash-for-minutes
cashfromcalls
cash-from-calls
earn money making calls
money 4 calls
money 4 calls
money for calls
money for minutes
money4calls
money4calls
money-for-calls
money-for-minutes
paid for making calls
payments for making calls
rewards 4 calls
rewards for calls
rewards for making calls
rewards4calls
rewards-for-calls