

Reference: 1933196

Information Requests
information.requests@ofcom.org.uk

2 January 2025

Freedom of Information request: Right to know request

Thank you for your request for information about the 7726 service.

We received this request on 12 December 2024 and we have considered your request under the Freedom of Information Act 2000 ("the FOI Act").

Your request

I am interested in knowing whether Ofcom holds any information stating, or constituting a position, view or policy on the "7726" service, and what status a referral to "7726".

We note that the page at <https://www.ofcom.org.uk/phones-and-broadband/scam-calls-and-messages/7726-reporting-scam-texts-and-calls/> refers to "reporting", rather than, say "complaining", and we note that the page at <https://www.ofcom.org.uk/phones-and-broadband/unwanted-calls-and-messages/spam-texts/> distinguishes between "What are spam texts and how do I stop receiving them" (which recommends use of "7726") and "Make a complaint" (which recommends complaining to the Information Commissioner).

In short, does Ofcom hold information which states, or indicates, whether a referral to "7726" is different to a "complaint" to the Information Commissioner?

Our response

Consumer reports made to the 7726 service go to the relevant mobile operators while complaints made to the Information Commissioner's Office (ICO) are considered by the ICO.

We hope this information is helpful. If you have any further queries, then please send them to 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) 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](#).