

Reference: 01497891

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Freedom of Information request: Right to know request

Thank you for your request for information concerning the retrieval of a disconnected EE number. Your request was received on 22 August 2022 and we have considered it under the Freedom of Information Act 2000.

Your request

I had a pay as you go sim card with EE. Due to covid19 I was in ICU for more than 9 months.

I'm based In dubai, I came to know my number has been disconnected, and they are unable to help me to retrieve it back.

In this case what should I do?

Our response

Usually a phone network's contract terms require a Pay As You Go customer to carry out a chargeable activity (e.g. a phone call, text, top-up) at least once during a specific timescale. Service providers can suspend and recycle numbers if they have not been used within a specified timeframe, which varies per operator. This is to ensure that the numbers they have are being used efficiently. This is a commercial decision set out by the providers and not something that is dictated by Ofcom.

It may be possible to reactivate a number during the period of suspension, but you would need to check this with the service provider. The timescale when numbers are put back into the pool for re-allocation varies per operator but could be anywhere from 3 months up to a year. Again, this is a commercial decision that is set out and determined by each individual operator. You would therefore need to contact EE to find out if you are able to regain your number once it becomes available for re-allocation.

You may wish to refer to this link for further information: [What is pay as you go and flex hibernation, and how do I stop it? - The EE Community](#)

I 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

Zach Westbrook

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

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