

Reference: 1561961

Gloria Akinyemi
Information Rights Adviser
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20 February 2023

Freedom of Information: Right to know request

Thank you for your request for information about the identification details of a telephone user.

We received this request on 1 February 2023 and have considered it under the Freedom of Information Act 2000 (“the Act”).

Your request

You asked: ‘I have filed a report with the metropolitan police about an individual who caused damaged to my vehicle and left their mobile phone number. The user of this number has responded to a call and to a number of texts but have since decided to stop communications without revealing their identity, once they realised the costs involved to restore the damage.

Unfortunately, my insurer cannot act unless they have the details for this individual. I request that you disclose this information so that I can exercise my legal right to seek compensation and restore the damage to my property’

Our response

We have investigated your request and can confirm we do not hold information on individual numbers. We allocate numbers in blocks and BT is the provider to whom the range where this number appears has been allocated. We do not have sight of further end user information, or to whom the reseller may be if BT have sub-allocated the numbers to a reseller. You may wish to contact BT [here](#) for further information.

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,

Gloria Akinyemi

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