

Reference: 01962854

Information Requests
information.requests@ofcom.org.uk

22 April 2025

Dear,

Freedom of Information request: Right to know request

Thank you for your request for information concerning aggregated figures for roaming charges.

We received this request on 21 March 2025 and we have considered your request under the Freedom of Information Act 2000 (“the FOI Act”).

Your request

The total annual revenue generated by UK mobile network operators from roaming charges in EU countries for each year from 2016 to 2024 (or the most recent year for which data is available). I am specifically requesting aggregated industry-level figures, not data relating to any individual business or operator?

Our response

We do not hold information in the requested format.

While Ofcom collects and holds data on revenue generated from out-of-bundle calls made and out-of-bundle calls received while roaming abroad (Q1 2017 to Q4 2024), and data on revenue generated from out-of-bundle SMS while roaming abroad and out-of-bundle data while roaming abroad (Q4 2019 to Q4 2024), this data is not separated out by the location in which the roaming takes place, so we do not hold the data specifically related to EU countries. Furthermore, please note the data we do hold only relates to out-of-bundle revenue from roaming, and not where it is included in a customer’s tariff or where they purchase a separate international roaming add-on.

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,

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](#).