

Reference: 02014696

Information Requests
information.requests@ofcom.org.uk

11 July 2025

Freedom of Information request: Right to know request

Thank you for your request for information about complaints regarding excess EMF levels.

We received this request on 16 June 2025 and we have considered your request under the Environmental Information Regulations 2004.

Your request

- 1. The number of complaints received (in the United Kingdom) since 1 January 2024 concerning excess EMF from mobile phone devices.*
- 2. The percentage of these complaints that have arisen from mobile phones using the Tesco Mobile and/or O2 spectrum.*
- 3. The number of times OFCOM have taken enforcement action against spectrum licensees when they have been found to be producing EMF at levels above those set out in the ICNIRP guidelines, since 1 January 2024.*

Our response

With regard to the first two questions of your request, we can confirm that we do not hold any complaint information related to EMF from mobile phones.

For the latter question of your request, we can confirm that Ofcom have not issued any sanctions based on non-compliance with ICNIRP guidelines in the specified date range. All EMF measurements are published online [here](#). To-date our measurements have shown that EMF levels are well within the general public EMF limits.

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](#).