

Reference: 02026427

Information Requests
information.requests@ofcom.org.uk

24 July 2025

Dear,

Freedom of Information request: Right to know request

Thank you for your request for information concerning Mobile, Voice & Data Services.

We received this request on 26 June 2025 and we have considered your request under the Freedom of Information Act 2000 ("the FOI Act").

Your request & our response

I would be grateful if you could provide the following information:

1. Current Mobile, Voice & Data Services

- **Total number of active SIMs.**

638 SIMs

- **Description of current tariffs/allowances.**

1.5TB shared data only plan and 750GB shared for voice and data.

- **Name of the current service provider(s).**

EE and O2

2. Requirements for the Next Contract

- **Planned budget.**

c£35k per annum

- **Contract length.**

3 years

- **Estimated total number of SIMs (Voice & Data, and Data-only).**

388 Voice and data and 250 data only Sims

- **Distribution of SIMs across networks (e.g. 50 on Vodafone, 100 on EE, etc.).**

388 with O2 and 250 with EE

- **Description of required UK tariffs/allowances, and EU & Rest of World (RoW) roaming bundles.**

EE SIMs are UK data only/O2 SIMs are enabled for data roaming. EU and Rest of World bolt ons can be applied.

- **Total number of Mobile Device Management (MDM) licences.**

n/a Part of E5 licences.

- **Total number of Mobile Lifecycle Management subscriptions.**

388 Mobile Lifecycle Management subscriptions.

- **Total number and types of Microsoft 365 licences.**

2080 E5 licences and 41 F3 licences.

- **Total fund for mobile devices.**

Approx. £334k in the last 3years - £35k per annum for SIMs plans and £229k was spent on hardware (No allocated budget for hardware in the next 3 years).

3. Managed IT Services

- **Are all your IT & Telecoms services managed in-house or is anything outsourced?**

Outsourced.

- **If outsourced, who do you use?**

Wavenet and Coforge.

- **Is this contract managed by the same officer at OFCOM?**

Yes.

4. Contract Review

- **Date of the next review for the Mobile, Voice & Data services contract.**

Q1 2026.

5. Responsible Officer(s)

- **Name and contact details of the officer(s) responsible for the contract review at OFCOM.**

Procurement@ofcom.org.uk

Please note that, we are unable to disclose information regarding the responsible contract officer, job title and name as we consider that this information is personal data and is exempt from disclosure under Section 40(2) of the FOI Act. Section 40(2) provides that personal information about persons other than the requestor is exempt where its disclosure would contravene any of the data protection principles in the UK General Data Protection Regulation and the Data Protection Act 2018. This includes the principle that personal data must be processed fairly and lawfully. Section 40 is an absolute exemption under the FOI Act and does not require a public interest test.

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](#).