

Reference: 02004335

Information Requests
information.requests@ofcom.org.uk

26 June 2025

Freedom of Information request: Right to know request

Thank you for your request for information about supplier spend data from the Phone-paid Services Authority.

We received this request on 29 May 2025 and we have considered your request under the Freedom of Information Act 2000 ("the FOI Act").

Your request

Supplier spend data for Phone-paid Services Authority.

- *Suppliers payment/spend data from 2018 to the most recent months.*
- *Payments to suppliers over £500 or over £25,000, depending on your publication thresholds*

Our response

By way of background, the company Phone-paid Services Authority Limited ceased to exist as a regulator, with the transfer of regulatory responsibility to Ofcom with effect from 31 January 2025. As of 1 February 2025, the regulation of this area is now governed by [The Premium Rate Services Order 2024 \(PRS Order\)](#). Following the laying of the 2024/2025 accounts before Parliament, an Ofcom representative has been appointed as the sole remaining company director.

You can find information regarding the finances of the Phone-paid Services Authority in their most recent [Annual Report and Accounts for 2024/25](#). You can find previous Annual Reports and Accounts via [The National Archives](#).

Turning to your request, under Section 12 of the FOI Act Ofcom is not obliged to comply with a request for information if we estimate that the cost of complying with the request would exceed the 'appropriate limit'. The appropriate limit is set out in the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004 ('the Regulations'), and is, for Ofcom, £450. The Regulations provide that costs are to be estimate at a rate of £25 per person per hour, which equates to 18 hours of time. That sum is intended to cover the estimated costs involved in determining whether Ofcom holds the information requested, identifying, locating, retrieving and extracting the information from any document containing it.

Ofcom estimates that it would take at least 18 hours to search for and retrieve the information requested. The supplier financials have been sent over to Ofcom in a format that is not easily accessible. To extract the requested information would require reading through these documents for each individual month, from a period of more than 7 years, to identify all suppliers within scope of your request and retrieve the relevant spend data. As such the cost of complying with your request will exceed the appropriate limit. We have therefore been unable to fulfil your request taking into account Section 12 of the FOI Act.

You may wish to consider submitting a narrower, more focused request, for example with a considerably more limited date range or requesting information on specific suppliers. Should you narrow the request, we shall consider your request under the FOI Act including whether disclosure is exempt under that act in the particular circumstances.

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](#).