

Reference: 01982510

Information Requests
information.requests@ofcom.org.uk

6 May 2025

Dear,

Freedom of Information request: Right to know request

Thank you for your request for information concerning Lycamobile license class/tier.

We received this request on 8 April 2025 and we have considered your request under the Freedom of Information Act 2000 ('FOI Act').

Your request

I would like to request to learn what Class / Tier of a telecom license Lycamobile has. From my understanding, Lycamobile run their own mobile core as an MVNO and they are the only "Full MVNO" in UK.

Our response

Ofcom does not license MVNOs or MNOs. The General Authorisation regime in UK telecoms allows anyone to provide electronic communications networks and services without a specific license. This regime, established by the Communications Act 2003, replaced the previous licensing system. While a general authorization is in place, operators are still subject to Ofcom's General Conditions of Entitlement (also known as General Conditions or GCs - [General Conditions](#)).

In response to your class/tier question, The Telecommunications Security Code of Practice defines three tiers, based on the Communication Providers' relevant turnover. This turnover information is provided to us under our General Demand annually.

This information however is exempt from disclosure under Section 44 of the FOI Act. Section 44(1) of the FOI Act provides that information is exempt from disclosure if its disclosure is prohibited by or under any enactment. The enactment that prohibits the disclosure of this information is section 393(1) of the Communications Act 2003 ("the Communications Act"). Under this section, we are prohibited from disclosing information with respect to a particular business (such as individual telecoms companies) that has been obtained in the exercise of our regulatory functions, unless that business consents or one of the statutory gateways under section 393(2) of the Communications Act is met, neither of which apply here. Section 44 of the FOI Act is an absolute exemption and is not subject to the 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](#).