

Reference: 02084840

Information Requests
information.requests@ofcom.org.uk

22 October 2025

Dear ,

Freedom of Information request: Right to know request

Thank you for your request for information concerning complaints about Talkmobile.

We received this request on 1 October 2025 and we have considered your request under the Freedom of Information Act 2000 ("the FOI Act").

Your request

"I am considering taking out a contract with this company after a recommendation from my current provider (TalkTalk) as they are now ending all mobile phone contracts.

To help me with my decision, I looked on the Ofcom website for any information about Talkmobile, but to no avail so I telephoned Ofcom directly. A representative told me I may be able to use an FOI request to find out:

- a) the total number of any complaints against Talkmobile*
- b) the total number of any complaints per 100,000 people against Talkmobile*
- c) any other information which may be useful to me that you hold on this company?"*

Our response

- a) the total number of any complaints against Talkmobile*

We do hold information relevant to this question, however it 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.

- b) the total number of any complaints per 100,000 people against Talkmobile*

We hold information on this question however it is exempt from disclosure under Section 44 of the FOI Act – see above. You can find general information about complaints per 100,00 subscribers in our publication here: [Report: Complaints about broadband, landline, mobile and pay-TV services](#)

c) any other information which may be useful to me that you hold on this company?"

In response to this question you may find our [Enforcement bulletin](#) a useful source of information.

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](#).