

Reference: 02141283

Information Requests
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16 February 2026

Freedom of Information request: Right to know request

Thank you for your request for information about MMS Complaints.

We received this request on 2 February 2026 and we have considered your request under the Freedom of Information Act 2000.

Your request

A breakdown of all MMS complaints into level 1 categories like:

- *Billing, pricing & charges (and a breakout of those that mention MMS)*
- *Contracts*
- *Changing provider*
- *Other category 1 complaints. I don't know the details but these might be:*
 - *Order status communication*
 - *Access network faults*
 - *Persistent performance issues e.g., repeated dropped calls in a location*
 - *Provisioning failure e.g., IP address or VLAN misconfiguration*
 - *Network-wide incidents e.g., core network failure*

I don't need category 2 detail and I am only looking for the most recent 12-month period.

Our response

Our level 1 complaint categories for Telecoms are as follows:

- Billing/Price/Charges
- Changing Provider
- Complaints Handling
- Contracts
- Different Issues
- Fault/Service/Provision
- Silent and Unsolicited calls

We carried out a search for the word 'MMS' across all telecoms complaints logged under each of the above complaints categories from the period of 5 February 2025 to 4 February 2026 and found *five* complaints that contained the word MMS.

Of these five complaints:

- *One* was categorised as Billing/Price/Charges
- *Two* were categorised as Changing Provider
- *One* was categorised as Complaints Handling
- *One* was categorised as Fault/Service/Provision.

Please note that these figures might not represent an accurate number of complaints from consumers as a single complaint received might be recorded as different/multiple issues and therefore account for more than one complaint in the figures above.

By way of background, in any single call to Ofcom, or other contact with us, a consumer may complain about one or more separate matters. If they complain about two separate matters (e.g. billing and complaint handling) relating to one service (e.g. fixed broadband), we generally record that as two complaints. Where they complain about more than two matters, we generally record only the two most serious ones per service unless it is not possible to determine this through discussion with the consumer (e.g. the contact is made by letter) or the consumer specifically requests that all their complaints are logged. Complainants raising more than two matters relating to the same service account for around 1% or less of total complainants for each service.

In general, we record up to two complaints per service per contact. An average of 1.5 complaints were recorded per consumer contact with Ofcom in 2021.

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](#).