

Reference: 02115598

Information Requests
information.requests@ofcom.org.uk

30 January 2026

Freedom of Information request: Right to know request

Thank you for your request for information concerning Opensignal Limited's contract.

We received this request on 3 December 2025 and we have considered your request under the Freedom of Information Act 2000 (“the FOI Act”). We wrote to you on 5 January 2026 to say we needed more time to consider the public interest in withholding or disclosing the information and we have now concluded this.

Your request

From Ofcom publications such as the Mobile Matters reports and the “Map Your Mobile” postcode checker, it appears that Ofcom uses crowdsourced mobile-network performance data supplied by Opensignal Limited. We would be grateful if you could provide the following recorded information:

1. Contracts

Copies of all current contracts (including any framework call-offs or purchase orders) between Ofcom and Opensignal Limited that relate to:

** the supply or licensing of crowdsourced mobile-network performance data; and/or*

** related analytics or support services,*

including those used for the Mobile Matters reports and the “Map Your Mobile” mobile coverage and performance checker.

1. Key details and value

For each contract in (1), please provide:

** the contract reference number (if any);*

** the procurement route used (e.g. open competition, framework call-off, direct award, etc.);*

** the contract award date, start date and end date (including any extension options);*

** the total contract value (including any extensions); and*

** the total amount paid to Opensignal Limited to date under that contract, or, if easier, the amount paid in each financial year.*

We have one contract with Opensignal Limited for the provision of data crowd sourced from mobile phones and related services.

Ofcom's own reference number for this contract is ecm_821 and it was procured via a direct award following an unsuccessful tender exercise. The contract award notice for this tender exercise is publicly available on the Find a Tender Service website - [UK mobile quality of experience and mobility data - Find a Tender](#).

The contract commenced in July 2022 with an initial 12-month term with options to extend the contract each year up to a maximum term of five years. The current expiry date is in July 2026.

We are unable to provide the contract value and amount paid to Opensignal Limited to date, as we consider that this information is commercially sensitive and exempt from disclosure under section 43 of the FOI Act.

The contract is based on our standard terms which you can access here: [Supplying Ofcom](#), however we tailored some of the terms and we consider that these would be exempt from disclosure under section 43 of the FOI Act. Information is exempt under this provision if its disclosure would, or would be likely to, prejudice the commercial interests of the supplier and the public authority holding it – in this case Opensignal Limited and Ofcom. Section 43(2) of the FOI Act is a qualified exemption, which means that we have to consider whether or not the public interest in disclosing the information you have requested outweighs the public interest in withholding the information. In this case, we consider that the public interest favours withholding the information.

The attached Annex to this letter sets out the exemption in full, as well as the factors Ofcom considered when deciding where the public interest lay.

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](#).

Annex

<p>Section 43(2) of the FOI Act provides that:</p> <p>“Information is exempt information if its disclosure under this Act would, or would be likely to, prejudice the commercial interests of any person (including the public authority holding it)”.</p>	
Factors for disclosure	Factors for withholding
<ul style="list-style-type: none"> Enabling the public to gain a better understanding of Ofcom’s expenditure, thereby increasing transparency and public confidence in Ofcom. 	<ul style="list-style-type: none"> The contractual amount and that paid to the supplier thus far was tailored to the services going to be provided and the services provided, and we consider that releasing this would likely prejudice the commercial interests of the supplier – in that it would provide details of the supplier’s commercial relationships to its competitors or potential contractors. We consider that disclosure of the tailored contractual terms would likely prejudice our interests and the supplier’s too. Ofcom continues to procure contracts for the provision of these services, e.g. data, and needs to be able to negotiate according to its needs and negotiate to obtain value for money. Additionally, companies need to be confident that information relating to their business will not be disclosed if it would, or would be likely to, prejudice their commercial interests. We have pointed you to our standard terms of supply here: Supplying Ofcom
<p>Reasons why public interest favours withholding information</p>	
<ul style="list-style-type: none"> We consider that, on balance, the potential prejudice to commercial interests outweighs the public interest in disclosure of contractual value, amount paid and the full contract. Ofcom publishes information on its annual expenditure in its Annual reports and plans (see specifically the section on “Financial Statements”), and we have pointed to our published standard terms of supply. 	