

Reference: 02180854

Information Requests  
[information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk)

1 May 2026

### Freedom of Information request: Right to know request

Thank you for your request for information concerning Ofcom Connected Nations Mobile API.

We received this request on 1 April 2026 and we have considered your request under the Freedom of Information Act 2000 (the 'FOI Act').

#### Your request & our response

---

##### *1 - How many users are granted access to your Ofcom Connected Nations Mobile API*

As of 13 April 2026, 1732 total subscribers across both current and legacy mobile APIs have been given access.

##### *2- The average time it takes to grant access*

We do not hold or measure this metric.

##### *3- The average response time for APISupport@ofcom.org.uk*

We do not hold or measure this metric.

##### *4- The working pattern of the API team - do they only work on Monday's as stated in their emails.*

Colleagues work full time and monitor the API on top of other duties and projects. The inbox is generally checked once per week, usually on a Monday, however it can be checked on different days depending on workload.

##### *5- The criteria for public access and how members of the public can be eligible for access.*

There are no restrictions on the number of public API subscribers. All requests are granted as long as the requestor accepts our terms and conditions by replying to the terms email we send to each requestor.

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](mailto: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](#).