

Reference: 01441171

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

Thank you for your request for information concerning anything Openreach have on file for your property. Your request was received on 5 April 2022 and we have considered it under the Freedom of Information Act 2000.

### Your request

*Please take this email as my submission of a Freedom of Information Request to anything Openreach have on file for my property - [REDACTED] Doncaster, DN[REDACTED].*

*I have submitted a complaint via Cisas and consider that the information Openreach have provided to Cisas in defence of my claim to be false.*

### Our response

We do not hold this information. You would therefore need to contact Openreach directly. You may wish to use their virtual assistant ("Eiva") <https://www.openreach.com/help-and-support/when-to-get-in-touch-with-openreach>, which has a button for 'Contacting us'.

If you have any further queries, then please send them to [information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk) quoting the reference number above in any future communications.

Yours sincerely

Zach Westbrook

If you are unhappy with the response you have received in relation to your request for information and/or consider that your request was refused without a reason valid under the law, you may ask for an internal review. If you ask us for an internal review of our decision, it will be subject to an independent review within Ofcom.

The following outcomes are possible:

- the original decision is upheld; or
- the original decision is reversed or modified.

#### Timing

If you wish to exercise your right to an internal review **you should contact us within two months of the date of this letter**. There is no statutory deadline for responding to internal reviews and it will depend upon the complexity of the case. However, we aim to conclude all

such reviews within 20 working days, and up to 40 working days in exceptional cases. We will keep you informed of the progress of any such review. If you wish to request an internal review, you should contact [information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk)

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. Further information about this, and the internal review process can be found on the Information Commissioner's Office [here](#). Alternatively, the Information Commissioner can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF