

Reference: 01441173

Zach Westbrook
Information Rights Advisor
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11 April 2022

Freedom of Information request: Right to know request

Thank you for your request for information concerning a pole in your garden at [REDACTED] [REDACTED] Devon, EX [REDACTED]. Your request was received on 5 April 2022 and we have considered it under the Freedom of Information Act 2000 and the Environmental Information Regulations 2004.

Your request

We live at a property with one of your poles on our garden.

Address [REDACTED] Devon EX [REDACTED] ...there's a notification on the pole stating you are going to install a new pole.

Wondering if you have any idea when that will be as we are going to pave the garden area ...and thought it would be useful if you installed the new pole first, as would be easier for yourselves and us

Our response

We do not hold this information. There should be contact information on the displayed notification.

If the pole can be identified as belonging to Openreach then you may use their virtual assistant ("Eiva") <https://www.openreach.com/help-and-support/when-to-get-in-touch-with-openreach>, which has a button for 'Objecting to poles' and 'Contacting us'.

If you cannot identify the provider from the notification on the pole, you may wish to contact your local authority's planning department, with whom communications providers would liaise regarding pole siting matters, and who may be able to assist with your enquiry.

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

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

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