

Reference: 01412784

Eleanor Scott
Information Rights Advisor
Information.requests@ofcom.org.uk
9 February 2022

Freedom of Information: Right to know request

Thank you for your request for information in relation to the tender for Measuring Residential Fixed-Line Broadband Performance in the UK. We received this request on 25 January 2022 and have considered it under the Freedom of Information Act 2000.

You asked:

We are wondering if this was a continuation of the same type of testing done before by samknows, or did OFCOM opted for a different -solution based - approach, from the same vendor ?

Our response

SamKnows Ltd won the tender for Measuring Residential Fixed-Line Broadband Performance in the UK. Further details of the contract can be found on the [Contracts Finder Website](#).

They will be using the same panel and hardware-based measurement methodology and Ofcom plans to supplement this data with measurement data provided by Internet Service Providers.

I hope this information is helpful. If you have any queries, then please contact information.requests@ofcom.org.uk. Please remember to quote the reference number above in any future communications.

Yours sincerely,

Eleanor Scott

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. The Information Commissioner can be contacted at:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF