

Reference: 1466752

Gloria Akinyemi
Information Rights Adviser
Information.requests@ofcom.org.uk

11 July 2022

Freedom of Information: Right to know request

Thank you for your request for information about service dropouts/interruptions on your broadband line.

We received this request on 15 June 2022 and have considered it under the Freedom of Information Act 2000.

Your request

You asked:

- 1) How many times in the past two years has a drop out or interruption in service occurred on our broadband line?*
- 2) How many times have engineers been sent to look at the issue in the same time period?*

Our response

I have investigated your request and can confirm we do not hold this information. You may wish to contact your communication provider, who may be able to assist you with your request. I am sorry we have been unable to be more helpful.

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,

Gloria Akinyemi

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