

Reference: 01456169

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

Thank you for your request for information concerning fibre areas. Your request was received on 16 May 2022 and we have considered it under the Freedom of Information Act 2000 ('the FOI Act').

#### Your request

*In the past BT had a universal service obligation and so knowing what broadband services and speed could be found at their website. With the fibre roll out there are whole Villages / Towns / Cities that won't have BT fibre as someone else is doing it, but the only people who know who is covering where is you, hence why I am asking:*

*Can you produce or know a publicly available:*

*Map of which fibre company covers which areas of the country?*

*A Post Code based search tool /list that has the details of the fibre company that does or will be covering that postcode area?*

*We provide IT services to customer all over the country and they often ask what is the fastest Internet connection available to me? If it's not BT then how can anyone get the information to help them move to FTTP?*

#### Our response

Our [Broadband and mobile coverage checker](#) shows which network providers are in the vicinity of a given property. There is also an API (accessible from this page) which can be used to automatically query this information (subject to terms and conditions).

Geographic maps identifying individual network operators cannot be provided. This data has been collected under our formal powers and is exempt from disclosure under section 44 of the Act which exempts the disclosure of information which is prohibited by another enactment. In this case, we are prohibited under section 393 of the Communications Act 2003 (the "Communications Act") from disclosing information relating to a business which we have obtained in the course of exercising our functions, unless we have the consent of that business or one of the statutory gateways under section 393(2) of the Communications Act is met (none of which applies here). Section 44 is an absolute exemption and does not require a public interest test.

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