

Reference: 1451316

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Freedom of Information: Right to know request

Thank you for your request for information about a low mobile coverage area. We received this request on 4 May 2022 and have considered it under the Freedom of Information Act 2000 ('the Act').

Your request

You asked: *'I've pulled the map below from the Ofcom website. Do you have any further information in terms of address/postcode level where there are areas of problems/low coverage. I require this information to potentially assist a project I am working on.'*

Our response

I have investigated your request. The map which you have referenced is populated based on predictions provided to Ofcom from the mobile network operators. This map forms part of a mobile coverage checker accessible via this page on our website: [Broadband and mobile coverage checker - Ofcom](#) which lets you, among other things, check indoor/outdoor mobile availability for voice, 3G and 4G services from all major providers, by inputting a specific postcode and address.

The mobile coverage information used in the online mobile checker is not held by us at the postcode level. Instead, we provide a grid-based dataset for the UK to an appointed third-party supplier. The supplier is contracted under licence to use a postcode conversion table that translates the address entered by the user to its approximate grid co-ordinate. This is then used to provide mobile coverage information at that approximate location.

The predictions underlying the dataset are provided to Ofcom by the mobile network operators and are exempt from disclosure under section 44 of the Act. Section 44 exempts the disclosure of information which is prohibited by another enactment. In this case the other enactment is section 393(1) of the Communications Act 2003, which prohibits the disclosure of information which relates to a business and has been obtained in the exercise of Ofcom's functions, including those relating to the preparation and publication of infrastructure reports, unless Ofcom has the consent of the business or one of the statutory gateways to disclosure is engaged, neither of which is engaged here. Section 44 is an absolute exemption under the Act and does not require a public interest test.

However, you may wish to note that at a local authority and constituency level, Ofcom does provide information on the % of geographic area, and premises, served by 1, 2, 3 or 4 Mobile Network Operators ('MNOs') for different technologies, here: [Connected Nations 2021: data downloads - Ofcom](#)

We also measure signal strength information for 4G and 5G technologies with our assurance vehicles and have made this data available on a periodic basis. This is collected as part of their day to day activity and is a much more limited data set in terms of geographic spread, but may be of interest for relevant locations: [Drive route map - Ofcom](#).

I hope this information is 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