

Reference: 01422447

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10 March 2022

## Freedom of Information: Right to know request

Thank you for your request for information in relation to mobile coverage datasets. We received this request on 18 February and have considered it under the Freedom of Information Act 2000.

You asked:

*Please can you provide me with digital coverage prediction data for the 4 MNOs for 2g, 3g and 4g, indoor and outdoor for voice and data as digital media, eg Raster data or Shapefile data.*

### Our response

Ofcom provides a mobile coverage checker via this page on our website: [Broadband and mobile coverage checker](#) 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.

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.

We cannot disclose the grid-based dataset as this information is exempt from disclosure under section 44 of the Act. This exemption provides that information is to be withheld if its disclosure is prohibited under other legislation – in this case section 393(1) of the Communications Act 2003. Section 393(1) prevents us from disclosing information about a particular business unless we have the consent of that business or releasing that information helps us to carry out our duties, neither of which Section 44 is an absolute exemption under the Act and does not require a public interest test.

In addition to the broadband and mobile coverage checker, you may find also find the open data files available at [Connected Nations 2021: data downloads - Ofcom](#) useful. These include mobile coverage at both constituency and local authority level.

If you have any queries, then please contact [information.requests@ofcom.org.uk](mailto: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](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