

Reference: 01422039

Eleanor Scott
Information Rights Advisor
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01 March 2022

Freedom of Information: Right to know request

Thank you for your request for information in relation to Telegraph Poles. We received this request on 16 February with further follow up questions on 24 February, and have considered it under the Freedom of Information Act 2000 and the Environmental Information Regulations 2004.

You asked,

'I want to know the plan of where the poles are starting and finishing also (redacted) the residents (redacted) are quite anxious to find out.'

and

'Why have the residents not been informed/notified of the extra telegraph poles will be erected directly outside their properties?'

What are your plans and details for further installations in and around our streets?'

Why have you not utilised the many backstreets so as to avoid further blighting of the landscape?'

Our response

Ofcom does not hold this information.

Ofcom does not install telegraph poles, but you may find the following document useful. It provides guidance on the rights and responsibilities of various parties involved in the deployment cabinets/poles utilised by fixed line Code Operators: [Microsoft Word - Revised Cabinet and Pole Siting COP Nov 16.docx \(publishing.service.gov.uk\)](#). It's not something that Ofcom enforces but it provides some advice for those who wish to make a complaint.

If you can identify the telegraph poles in question as being owned by BT, these are managed by Openreach. You would need to contact Openreach directly. To be helpful, here is the link to their pole objection form: [Pole Objection \(openreach.co.uk\)](https://openreach.co.uk/pole-objection)

Alternatively, you may wish to contact your local authority's planning department, with whom Openreach would liaise regarding pole siting matters, who may be able to assist with your enquiry.

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. 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