

Reference: 1581386

Information.requests@ofcom.org.uk

11 April 2023

## Freedom of Information: Right to know request

Thank you for your request for information about the removal of defunct Openreach cable.

We received this request on 13 March 2023 and have considered it under the Freedom of Information Act 2000 (“the Act”).

### Your request

*You asked: ‘Please could you provide me with information relating to the removal of a defunct Openreach telephone cable at a property which is not a customer of any telephone service provider. We currently have an overhead cable coming from the telegraph pole in the street to the top of our house. We have not been a customer of BT or any other provider which uses this cable for over 40 years. We would like the cable removed, however I am unable to find any information online about how to do this. Please provide as much information as possible, guidance, policy notes, etc and information relating to whether this is a chargeable request. Additionally information about whether the home owner is allowed to remove the cable themselves’*

### Our response

Unfortunately, we do not hold the information you are after. However, if the cable can be identified as belonging to Openreach then you may use their virtual assistant (“Eiva”)

<https://www.openreach.com/help-and-support/when-to-get-in-touch-with-openreach>, which has a button for ‘Contacting us’ to enable you to discuss the issue further with Openreach.

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,

Information requests

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