

Reference: 01569899

Information Requests  
[information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk)

17 April 2023

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

Thank you for your request for information concerning noise emitted from mobile mast base units. Your request was received on 17 February 2023 and we have considered it under the Freedom of Information Act 2000 (the 'FOI Act') and the Environmental Information Regulations 2004 ('the EIR'). We asked you to clarify your request on 16 March 2023 and you responded on 16 March 2023.

### Your original request

*Can you please provide me, under a FOI request, any data that you have in regard to complaints about noise being emitted by the base units adjacent to 4G and 5G masts across the UK.*

*The data should cover the past 5 years and, if possible, list the number of complaints received by area / provider or otherwise the total number of complaints per annum.*

### Clarified as

*Volume of Noise Complaints Received in relation to mobile communication masts*

*By provider*

*By Region*

*Over last 5 years*

### Our response

Ofcom does not regulate noise pollution/nuisance so you may find it more helpful to contact the relevant local authority/council as they may hold information on this given that [individuals can complain about noise nuisance to them](#).

In response to your request, we have done a search on our Complaints Management System for complaints received in the last 5 years using the keywords "mast" and "noise", which has produced a long list of results. We conducted a review on a small sample of the results and amongst those, they were not relevant and contain nothing about noise emitted from base units (i.e noise pollution/nuisance) at all – some related to spectrum interference. This brings us to the conclusion that this may be the case for the rest of the results.

I hope this information is helpful. 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