

Reference: 01565400

Temiloluwa Dawodu
Information Rights Advisor
information.requests@ofcom.org.uk

24 February 2023

Freedom of Information: Right to know request

Thank you for your request for information in relation to data on the reliability of networks during periods of expansion. We received this request on 9 February 2023. We have considered it under the Freedom of Information Act 2000 (the “FOI Act”).

Your request

I was wondering if you might have any data that shows annual trends in reliability of mobile / landline / broadband / fibre networks as they scale and expand. I believe that reliability might reduce slightly as a network / company expands during its initial years but would then assume that it would improve in later years. Do you have any data to support this theory?

Our response

We do not hold this information.

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,

Temiloluwa Dawodu

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. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF