

Reference: 01633107

Information Requests
information.requests@ofcom.org.uk

14 July 2023

Freedom of Information request: Right to know request

Thank you for your request for information concerning exchange only connections in London and the plans for their upgrade. Your request was received on 19 June 2023 and we have considered it under the Freedom of Information Act 2000.

Your request

'how many residential and commercial properties in London are currently only able to access Openreach services via an Exchange only connection and what the planned date for their upgrade to fibre services is.

I would be helpful if that information could be broken down by either exchange or borough.'

Our response

We do not hold an exact figure however we estimate that the fraction of premises in London that are served with an exchange only ('EO') line, and for which no alternative operator and/or broadband technology (e.g. full fibre) exists is approximately 1%. There is some uncertainty around this figure as we do not collect broadband coverage information from all UK broadband infrastructure providers and also we do not collect information on properties that can or do take private circuits (high capacity broadband services provided by specialised providers) instead of residential or small business broadband services. Therefore we are unable to provide a breakdown of this figure by borough as we expect that in some boroughs such as City of London, Westminster etc., many buildings/properties take private data services, making estimates at that granularity highly uncertain.

We do not collect information from Openreach about its plans regarding EO-line migration. However, last year we did collect plans from many operators across the UK on their plans for the deployment and/or upgrade of Very High capacity networks. While the analysis did not examine EO lines, it did highlight that properties in London unable to access Gigabit-capable broadband could fall significantly by 2025. A summary of findings along with details at the local authority level can be found [here](#).

If you have any further queries, then please send them to information.requests@ofcom.org.uk quoting the reference number above in any future communications.

Yours sincerely

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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