

Reference: 01575486

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

13 March 2023

### Freedom of Information: Right to know request

Thank you for your request for information in relation to fibre owners and operators in the UK. We received this request on 1 March 2023. We have considered it under the Freedom of Information Act 2000 (the “FOI Act”).

### Your request

*We are currently researching the UK market and would like to access information about which companies own and operate fibre optic networks in the UK and where their regional franchises start and end. Companies such as Openreach, CityFiber and Virgin all install, own and operate Fibre networks and are building denser networks each day.*

*Would you be able to provide us with either information in the form of a UK map or information per region highlighting such information as: Homes passed, Homes connected, who the main operator is?*

### Our response

We can confirm that we hold information falling in scope of your request. However please note that we do not collect broadband coverage from all broadband providers in the UK. The list of providers from whom we collect network coverage can be found in Section A3 of our [Connected Nations Methodology Annex](#).

The specific information that we hold that relates to your request was obtained from providers while we were performing our functions. As such, we cannot disclose this information as we consider that it is exempt from disclosure under section 44 of the FOI Act. This exemption provides that information is to be withheld if its disclosure is prohibited under other legislation – in this case section 393(1) of the Communications Act 2003 (the “Communications Act”). Section 393(1) of the Communications Act prohibits the disclosure of information about a particular business, which we have obtained in the course of exercising a power conferred by, among other legislation, the Communications Act, unless we have the consent of that business or one of the statutory gateways under section 393(2) of the Communications Act is met, neither of which apply here. Section 44 is an absolute exemption under the Communications Act and does not require a public interest test.

You may wish to have a look at the Connected Nations reports that we publish as these contain some information on broadband coverage. The 2022 report is here: [Connected Nations 2022: UK report \(ofcom.org.uk\)](https://www.ofcom.gov.uk/consult/condocs/cn2022/cn2022.pdf).

You may also wish to contact the companies you are interested in directly, as many of these organisations provide their own coverage maps and other materials on their website and may be able to assist with your request.

I hope this information is helpful. If you have any queries, then please contact [information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk). Please remember to quote 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. The Information Commissioner can be contacted at:

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