

Reference: 01786941

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

9 April 2024

## Freedom of Information request: Right to know request

Thank you for your request for information about broadband speed data at the LSOA level.

Your original request was received on 29 February 2024. We sought clarification on 14 March 2024 and clarification was received from you on 15 March 2024. We have considered your request under the Freedom of Information Act 2000 ("the FOI Act").

### Your request

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*"Broadband speed data at the Lower Layer Super Output Areas (LSOA) level from 2010 to now. Broadband speed at the LSOA level for available years along with the LSOA codes? It would be useful if you could provide the data from these years in the form an Excel sheet as the data is currently shared in numerous PDF files on your website which is proving to be unmanageable."*

Clarified as.....

*"The Ofcom publications: the Connected Nations reports from 2010 to now.*

*Can you please provide the internet speed data at LSOA level from 2010 to 2024 so that we have an Excel file with information in the following columns:*

- 1. Year (month and year if available)*
- 2. LSOA code*
- 3. internet speed*
- 4. Service provider*

*If you have additional data which you can share such as contract duration, monthly price of the contract etc. that could be useful as well.*

*If you do not have LSOA codes but have their respective names that would also be helpful - e.g. LSOA code: E0100001, name: City of London 001A."*

### Our response

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Connected Nations can and does provide open data on broadband speeds (both available and actual) for its annual reports in Excel form. The latest files can be found here: [Data downloads](#). This provides data at many geographical layers including Census Output, Constituency and Local Authority. The 'performance' files provide maximum, median and mean broadband speeds.

Please read the associated 'About this data' files and, where appropriate, the relevant Connected Nations Methodology Annex (2023 version here: [Connected Nations 2023 - Methodology Annex](#)) as

this contains information on how and when the data is collected and the organisations that contribute to the report.

Open data on broadband speeds for previous years can be found on our website. Please note that we started collecting broadband speed data at a granular level from 2017 onwards and as such any data of that nature prior to 2017 is not held. Additionally, Connected Nations does not collect contract information (e.g. price changes), so this information is also not held.

We are unable to identify individual operators as this information is exempt from disclosure under section 44 of the FOI Act. Section 44 exempts the disclosure of information which is prohibited by another enactment. We are prohibited under section 393 of the Communications Act from disclosing information which relates to a business or businesses, which we have obtained in exercise of our powers, unless we have the consent of that business or one of the statutory gateways for disclosure under section 393(2) of the Act is met, neither of which applies here. Section 44 is an absolute exemption and does not require a public interest test.

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

### Request an internal review

If you are unhappy with the response you have received to your request for information, or think that your request was refused without a reason valid under the law, you may ask for an internal review. If you do, it will be subject to an independent review within Ofcom. We will either uphold the original decision, or reverse or modify it.

If you would like to ask us to carry out an internal review, you should get in touch within two months of the date of this letter. There is no statutory deadline for us to complete our internal review, and the time it takes will depend on the complexity of the request. But we will try to complete the review within 20 working days (or no more than 40 working days in exceptional cases) and keep you informed of our progress.

Please email the Information Requests team ([information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk)) to request an internal review.

### Taking it further

If you are unhappy with the outcome of our internal review, then you have the right to [complain to the Information Commissioner's Office](#).