

Reference: 1921271

Information Requests
information.requests@ofcom.org.uk

5 December 2024

Freedom of Information request: Right to know request

Thank you for your request for information about average broadband contention ratio.

We received this request on 11 November 2024 and we have considered your request under the Freedom of Information Act 2000 (“the FOI Act”).

Your request

“I am conducting a research on average broadband contention ratio by country, and found that ofcom has issued a report including the average contention ratio in the UK in 2004, which is no longer available on your website. I would appreciate it if you could share it with me along with any more recent reports on the same issue.”

Our response

We no longer have a copy of this report and we do not hold any more recent information on average contention ratio in the UK since 2004 as we no longer collect this information. Our work on broadband services does not consider contention ratio specifically, rather we are interested in the effects of contention which lead to service degradation.

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,

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) 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](#).