

Reference: 01918049

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

3 December 2024

## Freedom of Information request: Right to know request

Thank you for your request for information concerning coverage maps for Digital One and Sound Digital.

We received this request on 5 November 2024 and we have considered your request under the Freedom of Information Act 2000 ("the FOI Act").

### Your request & our response

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*Please could you disclose, preferably by PDF, coverage maps for the current DAB and/or DAB+ service from the Digital One multiplex or for transmitters that provide this service.*

We hold a coverage map that Ofcom produced in 2023 for the Digital One multiplex based on the transmitters in service at that time. There have been no changes to that network since then, and we are providing the map showing the areas we consider served by the multiplex, in PDF format as requested. The Digital One multiplex carries both DAB and DAB+ encoded programme services, and the map is based on a signal level prediction method that we use for both technologies.

*Please disclose, preferably by PDF, coverage maps for the current DAB and/or DAB+ service from the Sound Digital multiplex or for transmitters that provide this service.*

We do not hold a coverage map for the current Sound Digital multiplex.

There is a [postcode checker](#) that you can use to check coverage of all DAB multiplexes at specific postcodes.

Alternatively, the transmission company Arqiva is involved in both the Digital One and Sound Digital multiplexes, and may have maps that they are willing to provide. Arqiva is not a public company and is not therefore required to release information under the Freedom of Information Act legislation. You can contact Arqiva directly at [enquiries@arqiva.com](mailto:enquiries@arqiva.com) or by calling 0333 032 8000.

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](#).