

Reference: 01765683

Information Requests
information.requests@ofcom.org.uk

12 February 2024

Freedom of Information request: Right to know request

Thank you for your request for information about postcodes with less than 10Mbps broadband speeds.

We received this request on 15 January 2024 and we have considered your request under the Freedom of Information Act 2000 (“the FOI Act”).

Your request

According to Connected Nations 2023, 61,000 premises do not have access to a decent broadband connection of at least 10 Mbps.

I would like to know where these addresses are located, such as a list of addresses or street numbers plus postcodes.

Our response

Please see our Open Data files for fixed broadband coverage in the UK at the postcode level: [Data downloads](#). Postcodes that have one or more properties that may be eligible for the Broadband USO can be determined from the relevant files. Coverage data has been provided to us using our statutory information gathering powers and hence we are only able to publish data on an aggregated basis, so although we do hold individual property information, we consider that disclosure of this information is exempt under section 44 of the FOI Act. Section 44 of the FOI Act exempts the disclosure of information which is prohibited by another enactment. In this case, we are prohibited under section 393 of the Communications Act 2003 from disclosing information which relates to a business, or businesses, which we have obtained in exercising our powers, unless we have the consent of that business, or businesses, or one of the statutory gateways for disclosure under section 393(2) is met, neither of which applies here. Section 44 is an absolute exemption and does not require a public interest test.

However, if you wish to establish the broadband speeds available at your property, you can use our [broadband and mobile coverage checker](#).

I hope this information is helpful. 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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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](#).