

Reference: 01816823

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

5 June 2024

## Freedom of Information request: Right to know request

Thank you for your request for information about internet services provided by home builder monopolies.

Your request was received on 8 May 2024 and we have considered your request under the Freedom of Information Act 2000 (“the FOI Act”).

### Your request

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*“Any information Ofcom holds in relation to areas where the only internet service provider is the home builder itself. For example, there are a growing number of property developments built by Persimmon Homes where the only service provider is Fibrenest, a wholly owned trading name of Persimmon Homes. Such detail sought includes;*

- \* How many homes in the UK are in this situation*
- \* How many developments in the UK are in this situation*
- \* How many complaints of this nature Ofcom might have received from consumers or other interested parties*
- \* Any investigative or monitoring work Ofcom undertakes to review these market conditions.”*

### Our response

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We do not hold information on property developments that would enable us to answer the first two questions.

We do hold general coverage information from network operators, including FibreNest, but such information is exempt from disclosure under section 44 of the FOI Act which exempts disclosure of information if another enactment prohibits it. In this case, section 393 of the Communications Act 2003 prohibits Ofcom from disclosing information which relates to a business obtained in the course of exercising its functions, unless Ofcom has the consent of that business or one of the statutory gateways of disclosure under section 393(2) of the Communications Act 2003 is met, neither of which applies here. Section 44 is an absolute exemption and does not require a public interest test.

However, the data we have on coverage does not identify housing developments so we would not be able to derive figures for such areas to answer your questions.

Regarding the number of complaints, as there was no time specified, we have searched our records for the last 2 years. We have identified 80 complaints that might be relevant to your question – these were complaints raised where the complainants advised that there was only one broadband

provider's service available to them. We are unable to provide further information about these complaints as the complaint details would be exempt from disclosure under Section 44 of the FOI Act – which we have set out above.

You may wish to note that we are carrying out a market review of access networks : [Ofcom launches 2026 wholesale telecoms review to power-up gigabit broadband rollout](#).

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](#).